



LEARNING. PARENTING. TOGETHER.



2008-09 ANNUAL REPORT

OUR MISSION

To help young children and families get the best start.

OUR VISION

To be the leading developer and provider of parenting services for the benefit of young children and families.

OUR VALUES

Child focused – a belief that children's rights are paramount

Family centred – fostering strengths-based, non-directive facilitation

Regardful – engendering respect, tolerance and non-judgemental listening

Responsive – displaying receptivity to community needs and issues

Accessible – ensuring equitable access, irrespective of means or cultural differences

Innovative – learning and exploring possibilities creatively

Quality-driven – promoting and providing safe, evidence-based practices

Accountable – being transparent; regularly reviewing and evaluating our services



Introduction

Every child and family deserve the best start possible.

Thousands of families across Victoria face physical, psychological, intellectual or environmental issues that compromise their ability to nurture infants and young children.

As one of Victoria's leading providers of parenting services for more than 90 years, QEC has helped parents to manage challenges that arise during early parenthood. QEC has kept its finger on the community pulse, adapting its services to best meet the changing needs and emerging risks facing families.

QEC's core business is to provide specialised care, support and education to families that are experiencing difficulties parenting their children from conception to four years of age. QEC advocates family-centred practices, underpinned by a philosophy that the family is the primary source of care for children. QEC offers services and programs that are culturally relevant and accessible to all clients equally.

Residential, DayStay, Home Visiting and telephone advice services are delivered from purpose-built premises at Noble Park and through regional outreach bases in Morwell, Coburg, Wangaratta, Wodonga and Wonthaggi.

QEC is a registered public hospital and a body corporate with perpetual succession in accordance with the *Health Services Act 1988*. The organisation is governed by a Board, which has responsibility for overseeing hospital management and ensuring all services comply with the requirements of the Act and QEC objectives.

QEC's objectives are to:

- develop parenting competence and confidence, enabling families to nurture and protect their children and to enhance family health and development.
- enhance access to services by ensuring the availability of *Residential, DayStay* and *Home Visiting* services.
- provide services that are individually and culturally sensitive to all families experiencing parenting difficulties, including those challenged by a disability or chronic illness, maternal depression, a substance dependency, adolescent parents or family members who do not speak English.
- enable families to function independently within their own communities by maintaining productive linkages with community-based services.
- promote community and professional awareness and knowledge about the care and nurturing needs of young children.

- respond to the changing needs of families by monitoring service effectiveness and quality and by regular review and redevelopment.

The Minister for Community Services, the Hon. Lisa Neville, has portfolio responsibility for QEC, while government policy and funding are administered through the Department of Human Services' Children Youth & Families Division and the Southern Metropolitan Region.

QEC endorses and participates in the achievement of national and state child health goals and targets to:

- increase breast feeding and immunisation rates.
- prevent illness and injury (accidental and non-accidental).
- promote healthy nutrition, fitness and positive family functioning.
- identify health and developmental problems early.
- facilitate early intervention.



Contents

Missions, Vision, Values	inside cover
Introduction	3
President's report	6
CEO's report	7
Board of Management members, office bearers and senior staff	8
Organisation chart	9
QEC programs and services	10
Programs delivered in 2008-09	10
Who we help	12
Access to QEC services 2008-09	13
Creating a safe workplace	17
Partnerships	17
Continuing partnerships supporting regional care	20
Outcomes focus	20
Innovation	21
Talented and diverse staff	22
Sharing know-how and ideas	24
Our supporters 2008-09	24
General reports	26
Acronyms	26

FEATURES

Learning though play helps build a secure attachment	14
Rod and Val enjoy getting on the floor and playing with their children	15
5th QEC International Conference	18

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TABLES

Table 1 Board of Management attendance, 2008-09	8
Table 2 Admitted clients to parenting intervention services, 2008-09	10
Table 3 Occasions of service for non-admitted patients, 2007-09	11
Table 4 Families by program and location, 2008-09	11
Table 5 Ages of adults admitted to Noble Park programs, 2008-09	12
Table 6 Ages of children admitted to Noble Park and PASDS programs 2008-09	12
Table 7 Percentage of families' risk factors in PASDS and Parenting Plus programs (all regions), 2008-09	13
Table 8 Families admitted to Residential and DayStay services at Noble Park: Percentage distribution by home location (DHS region), 2008-09	16
Table 9 Families at combined QEC Noble Park and regional services (Residential, DayStay and Home Based programs): percentage distribution by home location (DHS region), 2008-09	16
Table 10 Composition of QEC staff as at 30 June 2009	22
Table 11 QEC professional group, 2008-09	23
Table 12 Grants, donations and bequests, 2008-09	24
Table 13 Summary of financial results, 2005-09	25



"It was the assurance they offered that gave me confidence that I was doing the right thing ..."
- DAYSTAY CLIENT





President's report

After a difficult 2007-08, significant changes were implemented to strengthen QEC's financial position. A successful consolidation was undertaken during 2008-09.

Ensuring adequate funding across QEC's full range of specialist services remains a challenge. We continue to work with our key funder and partner; the Victorian Department of Human Services (DHS), on how to best navigate the high cost of service delivery to the most vulnerable in our community.

The QEC Foundation continues its strong role in supporting the organisation. I would like to thank the trustees for their enthusiastic commitment and contribution. With the assistance of the Foundation, a significant increase was achieved in the level of philanthropic support for programs and projects. This is a reflection of the organisation's strong reputation in the sector and the innovative services it continues to initiate, develop and deliver.

During the year, the Board reviewed its five-year strategy. As a result, the Board reinforced its vision to be the leading developer and provider of early parenting services for the benefit of young children and families.

To achieve this, the strategic review focused on setting, or confirming, several organisational directions, including to:

- ensure financial stability and sustainability.
- continue the excellent work already started with the most vulnerable members of our community.
- enhance our suite of services to better meet the diverse needs of our community.

As well as revisiting the big picture, the Board also undertook a review of all QEC by-laws. I would like to formally recognise Hall and Wilcox, a leading law firm, for its support and guidance during this process.

On behalf of the Board, I wish to recognise the contribution of our retiring Board members: Dale Fisher, Lakshmi Sumithran, Tony Salce and Larry Osborne. Over many years their guidance and commitment has been greatly valued. I would also like to welcome new Board members Kym Forrest, Jean Andrews and Mary Beth Bauer.

A final thank you must go to the talented QEC staff for their non-judgemental compassion,

quality of work, expertise, and personal passion for enhancing the quality of life of all Victorian families.

At the end of this year I will have served as President for the maximum number of years permitted by our by-laws. It has been a great privilege to serve QEC in this capacity and I am grateful to have had the opportunity. I sincerely hope that my contribution will be viewed as having been of value.

Bruce Morley
PRESIDENT



CEO's report

QEC serves Victorian families with high-quality early parenting services that meet the changing needs of the community and reflect its role as a lead agency. This was reinforced by client satisfaction surveys conducted in 2008-09, which revealed overwhelming praise for QEC's programs and services. These results reaffirm the strategic alignment of our capabilities with community needs.

Demand for services continues to rise in direct response to the 'baby boom', continued population growth along the QEC service catchment corridors, and life challenges befalling many more families.

QEC's positive relationship with the DHS is at the heart of its success, funding services and facilitating partnerships with key stakeholder groups.

Delivering on our mission of providing children and their families with the best start in life requires a commitment to best practice, whether it be developed here or overseas. Our constant quest to be at the leading edge of evidence-based early parenting practices had us send Sue Couper, QEC's Director of Nursing, on an international study tour to Japan and the USA. Her research supported the quality of academic content and keynote speakers of our industry-lauded 5th International Conference, which attracted 508 delegates from all over Australia. The conference, held in Melbourne in November 2008, highlighted QEC's expertise in delivering one of Australia's most informative professional development forums for the early parenting sector.

As well as enhancing the general knowledge of early parenting professionals, the specific benefit of the Director of Nursing's study tour was the development and introduction of new services and research-proven programs.

One of the new exciting initiatives is the *Tummies to Toddlers* program, generously funded over two years by the Lord Mayor's Charitable Foundation and the Alfred Felton Bequest. This is a first for QEC. Highly skilled staff will work with vulnerable families from 26 weeks antenatally until the child reaches 18 months of age. The program works to build a strong attachment between parent and child. The staged evaluation and final findings will provide valuable information for the whole sector.

QEC's success depends on the quality and skills set of its staff. To increase support for our most

valuable asset – our people – a second initiative came about through successful work being conducted overseas. QEC developed a Reflective Practice Pilot based on Dr Crispin Day's Family Partnership Model (UK). It involved teams committing time to reflect on their own practice and supporting each other in enhancing the service they deliver. The pilot was an enormous success, and a broader-based group from across the sector will soon participate in an expanded pilot thanks to funding provided by the William Buckland Foundation.

Last year I reported on the success of *PlaySteps*. Through the generosity of the Tattersall's George Adams Foundation, we were able to run and evaluate the pilot for two years. Research assessing the effectiveness is nearly completed and information on the sustainability of the program 12 months post-service will be available mid 2010.

As the financial year drew to a close, *PlaySteps*' success was recognised with a grant from the Federal Government's Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). This will enable QEC to deliver a tailored program at critical locations across Victoria to families referred by Child Protection Services as part of the objective of early reunification of parent/s with children. The evaluation and findings of this program will be made available to the Federal Government for use in its policy framework for protecting Australia's children.

In closing, I would like to personally thank the QEC team members for their dedication and commitment. They are a great group of passionate professionals who make an enormous difference to families every day.

I would also like to thank the Board for its guidance and support during challenging times.



Robyn Gillis
CHIEF EXECUTIVE OFFICER



Robyn Gillis



Board of Management members, office bearers and senior staff

PATRON: June Shaw

PRESIDENT: Bruce Morley, B Com, ARMTC, FCPA, FCIS, FAICD

VICE PRESIDENTS:

- Hannah Crawford, LLB, B Com, CA, F Fin
- Susan Harper, OAM, Dip KTC, Grad Dip Education Studies

CHAIRMAN FINANCE COMMITTEE: Hannah Crawford

COMMITTEE MEMBERS:

- Jean Andrews, Dip T (EC), B Ed (EC), M Ed St, Grad Dip Human Serv Admin, GAICD (member from 1 July 2008)
- Dale Fisher, RN, BBA, MBA, AFACHSE (leave of absence, member until 1 November 2008)
- Kym Forrest, RN, BN, MMgt (member from 1 November 2008)
- Keith Lambert, Grad Dip Bus Admin, FSIA, FAIB, FCIB (UK) (leave of absence until 31 October 2008)
- Dr Larry Osborne, Ba Medical Science, Ba Surgery, Ba Medicine, Dip Education (Tertiary) (member until 18 April 2009)
- Associate Professor Campbell Paul, MBBS, FRANZCP Cert Child & Adolescent Psych
- Shelley Racine, Ba Law
- Antonio Salce, B Juri, LLB (member until 8 December 2008)
- Timothy Staker, MBA, Grad Dip Bus (Tech Mgmt), Dip Eng (Biomed), Dip Eng (Electronic)
- Dr Lakshmi Sumithran, MBBS, MHA, FRACMA, FCHSE (member until 31 October 2008)

AUDIT COMMITTEE:

- Hannah Crawford
- Keith Lambert (from 31 October 2008)
- Bruce Morley
- Tim Staker

SENIOR STAFF

CHIEF EXECUTIVE OFFICER: Robyn Gillis, B Sc (Biol & Hlth Sci), Ass Dip OHS, GAICD

DIRECTOR OF NURSING: Sue Couper, RN, RM, Dip App Sc (CHN)

DIRECTOR OF MEDICAL SERVICES: Dr Gideon Saaroni, MBBS

COMMERCIAL MANAGER:

- Dean Stuble, B Bus (Acct) CPA (from 24 November 2008)
- Liz Davenport, Grad Dip Acc, B Bus (Mgt) CPA (until 12 December 2008)

TABLE 1 BOARD OF MANAGEMENT ATTENDANCE, 2008-09

BOARD MEMBER	BOARD MEETINGS	MEETINGS ATTENDED
J. Andrews	9	8
H. Crawford	9	9
D. Fisher (leave of absence and member until 1/11/08)	0	0
K. Forrest (member from 1/11/08)	5	5
S. Harper	9	7
K. Lambert (leave of absence until 31/10/08)	5	3
B. Morley	9	7
Dr L. Osborne (member until 18/4/09)	8	7
Assoc Prof C. Paul	9	5
S. Racine	9	4
T. Salce (member until 8/12/08)	5	2
T. Staker	9	9
Dr L. Sumithran (member until 31/10/08)	4	4

Under the by-laws approved in February 2009, QEC's Board of Management is required to hold six meetings a year, down from the previous requirement of 10 meetings a year.

MANAGER, OPERATIONS SERVICES: Janelle Crossett, Adv Dip Bus Mgt

MANAGER, CLINICAL SERVICES:

- Claire Powell, RN, RM, Ba Nursing, Grad Dip Child Health and Community Nursing (from 16 December 2008)
- Kirsty Evans, RN, RM, MCHN, Grad Dip Hlth Sc (Hlth Ed & Hlth Prom), Grad Cert Hlth Services M'Ment, Cert Paeds (until 16 December 2008)

MANAGER, OUTREACH SERVICES:

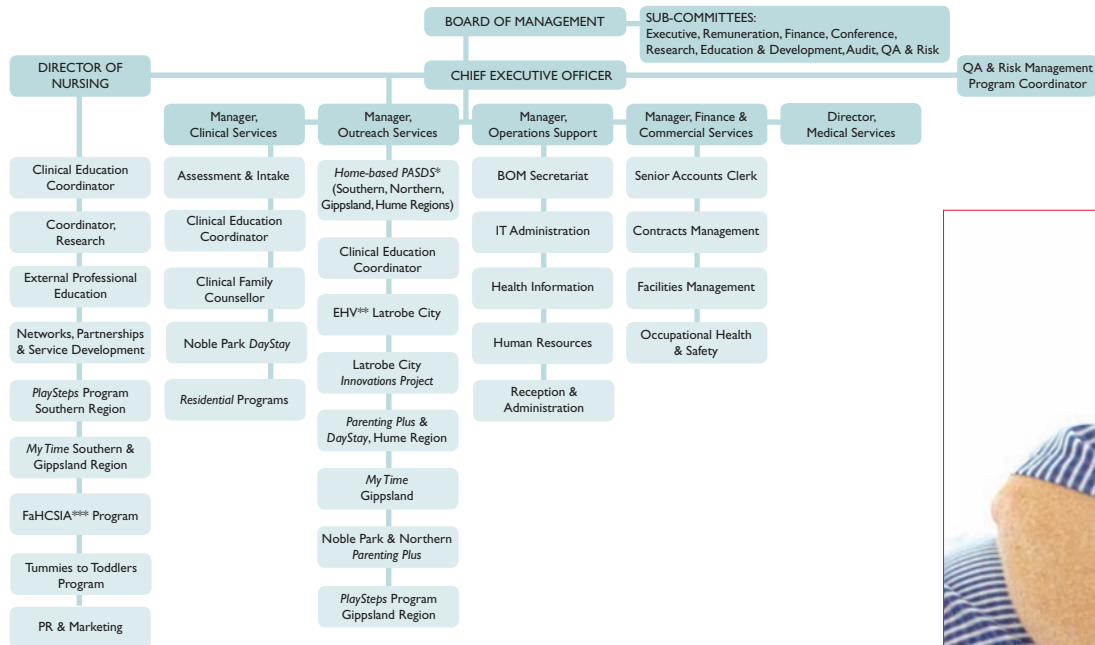
- Kirsty Evans (from 5 December 2008)
- Sue Gardiner, RN, RM, MCHN, B App Sc (Comm Health), IBCLC (until 5 December 2008)

HONORARY SOLICITORS: Mallesons Stephen Jaques

AUDITORS: Auditor-General Victoria

BANKERS: National Australia Bank Limited

QEC organisation chart



* PASDS – Parenting Assessment & Skill Development Services
 ** EHV – Enhanced Home Visiting
 *** FaHCSIA – Federal Government Department of Families Housing Community Services and Indigenous Affairs



“They didn’t judge, listened to us and made us feel confident ...”
 – DAYSTAY CLIENT



QEC programs and services

QEC aims to provide services that are individually and culturally sensitive to all families, including those challenged by a disability or chronic illness, maternal depression, a substance dependency, adolescent parents, or family members who do not speak English.

CHILD CENTRED, FAMILY FOCUSED PRACTICE

QEC designs and delivers programs that use a practice model that acknowledges the value of parenting assistance and intervention within a family context. Every family situation is different; therefore, QEC programs are provided in a way that is flexible, individualised, responsive, and that supports and strengthens family functioning.

Staff and families or carers work together to determine and set goals, solve problems and put solutions or practices into action. Sensitivity is used when engaging families, which helps to identify and build on their strengths and existing parenting practices. Key components of the child-centred, family focused approach are: acknowledging the family's goals, needs and desires; working to increase competencies and problem-solving skills; and helping families to build their own social resource networks.

Same-day separations were significantly lower this year as QEC had to reduce its services to the funded target of 390 clients for the Noble Park program. *DayStay* programs in Noble Park and Wangaratta were challenged to meet set targets. Both programs booked target numbers, with Noble Park resorting to booking an additional family each session to try to achieve targets. However, illness and 'no-shows' had a significant impact on families actually attending for service.

Some funded *DayStay* places were moved to other programs where more community demand was apparent.

TABLE 2 ADMITTED CLIENTS TO PARENTING INTERVENTION SERVICES, 2008-09

SEPARATIONS	2008-09
Same day	753
Multi day	1664
Total separations	2417

Programs delivered in 2008-09

CORE PROGRAMS AND SERVICES

Under a Health Service Agreement, the Victorian Government Department of Human Services' Children Youth & Families Division funds the following QEC parenting services:

- Telephone consultation, *Assessment and Intake* (Location, Noble Park; catchment, Victoria).
- Five-day (live-in) *Residential* program (Location, Noble Park; catchment, Victoria).
- *DayStay* program (Location, Noble Park; catchment, Victoria. Location, Wangaratta; catchment, eastern part of the Hume Region).
- *Parenting Plus, Home-Based* (Locations: Noble Park, Morwell, Wangaratta. Catchments: Southern Metropolitan Region, Latrobe City, Hume Region).
- *Parenting Assessment and Skills Development Services (PASDS)*.
 - *Residential* (Base, Noble Park; catchment, Victoria).
 - *Home-Based* (Southern, North and West, and Eastern Metropolitan Regions, and Hume and Gippsland Regions).

PARENTING INITIATIVES IN THE COMMUNITY

QEC continues to provide additional innovative services to communities that are funded through local and federal governments, community service organisations or agencies, and philanthropic sources. In 2008-09 these included:

- Education services, such as professional seminars and professional development workshops.
- QEC 5th International Conference.
- *Enhanced Home Visiting* – Latrobe City.
- *My Time* (Noble Park, Morwell and San Remo).
- *Parenting Plus* (Wodonga, Towong, Indigo).
- *Parenting Plus* refugee play and parenting group program (Dandenong).
- *PlaySteps* (Noble Park and Morwell).
- *Tummies to Toddlers* antenatal program.

“Everyone was REALLY amazing. I have a huge amount of stuff going on that would be easy for someone to judge me. The staff were so respectful and really did everything they could to make me feel better and ok...”
– RESIDENTIAL CLIENT

TABLE 3 OCCASIONS OF SERVICE FOR NON-ADMITTED PATIENTS, 2007-09

NON-ADMITTED PATIENTS – OTHER SERVICES – PARENTING INTERVENTION SERVICES	2007-08	2008-09
Home visits – PASDS, Parenting Plus, Innovations, Enhanced Maternal Child Health – all regions	3909	2939
DayStay sessions – Wangaratta	136	116
PlaySteps – Noble Park and Morwell	249	199
My Time – Noble Park, Morwell and San Remo	304	403
Tummies To Toddlers – Southern Metropolitan Region		30
Total occasions of service	4598	3687



TABLE 4 FAMILIES BY PROGRAM AND LOCATION, 2008-09

PROGRAM	PROGRAM AND LOCATION	2008-09
Residential – five day	Noble Park	554
Residential – 10 day, ¹ Parenting Assessment and Skill Development Services (PASDS)	Noble Park	122
DayStay	Noble Park	330
	Wangaratta (Psychiatric Disability Service System)	52
PlaySteps	Noble Park ²	157
	Morwell ³	42
Enhanced Maternal Child Health (EHV)	Latrobe City	106
Home-Based Parenting Plus	Southern Metropolitan Region DHS	50
	Southern Metropolitan Region (FaHCSIA funded)	3
	Hume Region (Psychiatric Disability Service System)	8
	Wodonga, Towong, Indigo (Integrated Family Services)	12
	Latrobe City (Integrated Family Services)	43
Home-Based PASDS ⁴	Upper Hume Region	10
	Gippsland Region	27
	North and West Metropolitan Region	47
	Southern Metropolitan Region	60
	Eastern Metropolitan Region	5
Playgroups – Culturally and Linguistically Diverse (CALD)	Noble Park – Participants ⁵	2024
My Time	Noble Park ⁶	173
	Morwell ⁷	150
	Wonthaggi/San Remo ⁸	80
Telephone advice	Noble Park	1249
Tummies to Toddlers – antenatal	Southern Metropolitan Region ⁹	17
Total		5321

¹ Residential PASDS program. 125 families were contracted to DHS and of the 125 offered positions, 122 were used.

PlaySteps is an eight-week group program with participants attending weekly.

² Noble Park program consists of 24 sessions with an average attendance of six families per session.

³ Morwell program started April 2009 and consists of 16 sessions with an average attendance of 2.3 families per session.

⁴ Home-Based PASDS program. 158 families were contracted to DHS and of the 158 offered positions, 149 were used.

CALD program

⁵ Noble Park program consists of 76 sessions with an average attendance of 27 families per session.

My Time program

⁶ Noble Park program consists of 76 sessions with an average attendance of 2.3 families per session.

⁷ Morwell program consists of 40 sessions with an average attendance of 3.7 families per session.

⁸ Wonthaggi/San Remo program consists of 37 sessions with an average attendance of 2.2 families per session.

⁹ Tummies to Toddlers started in February 2009 and is an 18-month pilot program from conception to toddler. It consists of group and home visiting. Seventeen families have been referred to the pilot.



Who we help

QEC provides services to a range of parents and carers across Victoria who care for children up to four years of age. In 2008-09, the majority (54 per cent) of carers and parents supported were between 31 and 40 years of age. The next largest client group was aged 30 and under (just over 35 per cent), followed by 41 to 49 years (nine per cent) and 50 years plus (nearly two per cent, double the number from the previous year).

GIVING INFANTS THE BEST START POSSIBLE

More than 54 per cent of children seen by QEC and involved in *DayStay*, *Residential* and/or *Home-Based PASDS* programs were infants aged less than 12 months. This was a drop of six percentage points over the previous year. The balance comprised children aged 12-18 months (17 per cent) and children 18 months plus (28 per cent, an increase of six percentage points over the previous year). In the *Residential* and *Home-Based PASDS* programs, there was a significant increase to 36 per cent for children over 12 months of age.

REACHING ACROSS VICTORIA

QEC early parenting services were provided to families across Victoria, with concentrations from metropolitan Melbourne, Gippsland and the north-east regions.

Families statewide can access *Residential* programs, whereas *DayStay* programs service local communities or families living within a reasonable travel distance of Noble Park and Wangaratta. *Home-Based* programs service metropolitan and regional areas as specified in funding agreements. Slightly more than half (51 per cent) of the families admitted to QEC programs were from the Southern Metropolitan Region. Twelve per cent were from the Eastern Metropolitan Region and eight per cent were from North and West Metropolitan Region. Regional Victoria accounted for

28 per cent of families participating in QEC services. Twenty-two per cent of this total came from the Gippsland Region and five per cent from the Hume Region.

VICTORIA'S GROWING CULTURAL DIVERSITY

QEC provides services to Victoria's multicultural communities, which have many different backgrounds, experiences and languages. In 2008-09, just over eight per cent of adults in *Residential* or *DayStay* programs were born overseas. Of these clients, just fewer than three per cent spoke a language other than English in their homes, mainly Russian, Vietnamese, Turkish, Mandarin and Sinhalese.

Successful play and parenting education groups continued to be run for Afghan and Sudanese families at Noble Park. QEC conducted 76 groups involving 2024 participants. The groups were funded by FaHCSIA and were co-facilitated by community leaders and QEC *Parenting Plus* staff.

QEC also continued working with key organisations through partnership initiatives to improve access to parenting support services for Victoria's Indigenous Australians and Torres Strait Islanders. These successful networks enable QEC to provide services to a greater number of Aboriginal families.

QEC's *PlaySteps* programs conducted in Morwell (through the Supported Parent Group and Playgroup Initiative) worked specifically with a group of Aboriginal mothers and their children. Workers from the local Aboriginal cooperative, Wanjana Lidj, assisted QEC staff to provide the program. It aimed to develop a child's secure attachment to a parent/caregiver through one-on-one guidance, as well as group interaction. This format offered the best chance for learning through play.

TABLE 5 AGES OF ADULTS ADMITTED TO NOBLE PARK PROGRAMS 2008-09

AGES	%
<20 years	3.1
21-30 years	32.4
31-40 years	54.1
40-49 years	8.7
>50 years	1.7
TOTAL	100.0

TABLE 6 AGES OF CHILDREN ADMITTED TO NOBLE PARK PROGRAMS 2008-09 AND PASDS HOME-BASED AND RESIDENTIAL PROGRAMS

NOBLE PARK PROGRAMS INC. DAYSTAY AND RESIDENTIAL (%)	PASDS PROGRAMS	HOME-BASED (%)	RESIDENTIAL (%)	
<12 months	54.3	0-4 weeks	2.9	14.6
12-18 months	17.1	4-13 weeks	13.9	20.1
>18 months	28.6	3-12 months	29.9	36.0
		1-2 years	20.1	12.2
		2-3 years	13.5	9.8
		>3 years	19.7	7.3
Total	100.0		100.0	100.0

Access to QEC services in 2008-09

This is a time of increasing need and limited resources, but in line with its strategic priorities QEC continues to direct its services towards members of the community with multiple and complex needs. The aim is to improve long-term outcomes for parents and their children.

Data analysis shows that families admitted to QEC programs presented with multiple risks and difficult life circumstances. Significant numbers of clients reported depression; there was an increase in parental disability; mental illness was a common feature; and single-parent families comprised a high percentage of *Residential PASDS* admissions. Many families continued to identify as 'chaotic and unstable', adding pressure in directing them to the most appropriate program/ service.

THE CLIENT ASSESSMENT AND INTAKE SYSTEM (CAIS)

QEC developed and introduced a computer software system to enhance service provision, decision making and record collection during the assessment and intake process. The *Client Assessment and Intake System (CAIS)*, which has been fully operational for 18 months, has enabled quality data to be collected. This is of great assistance in determining client need and ongoing service requirements.

The system allows the collection of information on 35 risk indicators and 10 protective indicators during a 30-minute telephone consultation. Research has shown these risk factors can have a negative impact on all areas of child development and parenting outcomes, while protective factors can shield vulnerable children from harm.

On completion of the consultation, a numeric risk score is automatically calculated, which prioritises and directs the intervention required by individual families. Data analysis identified that families with an average risk score of 13.67 were admitted to a *Residential* program, while the average score for a *DayStay* program was 6.13.

There were many families with risk scores between 0-5 who could not be offered further service intervention other than telephone advice. The academic research supporting *CAIS* indicated the long-term outcomes for children of these families would be enhanced if a timely and appropriate service intervention could have been provided.

Aware of its limited capacity to provide services to all families who seek support, QEC has posted podcasts on its website. Parents can listen to information on sleep and settling, thereby reducing the need for a telephone consultation. QEC is enhancing information provision through its website by making short videos to demonstrate responsive settling techniques. These will be available for viewing later in 2009.

TABLE 7 PERCENTAGE OF FAMILIES' RISK FACTORS IN *PASDS* AND *PARENTING PLUS* PROGRAMS (ALL REGIONS), 2008-09

RISKS	HOME-BASED PASDS %	RESIDENTIAL PASDS %	PARENTING PLUS %
A previous child removed/deceased	25	24	0
Aboriginal	9	15	2
Child protection history	39	43	41
Domestic violence	45	45	30
Family chaotic/unstable	43	40	0
Family isolated/fragmented	38	28	0
Homelessness/frequent moves	20	30	10
Mother <20 at birth of first child	31	30	35
Mother <20 years of age	15	22	16
Opiate dependency	13	11	0
Parent low cognitive functioning	10	16	0
Parental history of abuse as child	25	24	43
Parental intellectual disability	10	19	0
Parental mental illness	43	52	61
Parental substance abuse	45	42	0
Single parent	46	51	38

TELEPHONE CONSULTATIONS

Telephone consultation remained the most common method used to access QEC services.

QEC receives funding to support 965 calls for assessment and intake. Demand for QEC services far exceeds service capacity and results in extended waiting periods for a telephone consultation. Sixty-four per cent of clients waited one to two months from initial contact with QEC to receiving a consultation with the Assessment and Intake Nurse. Conversely, the waiting time to enter a *Residential* and *DayStay* program was reduced. Fifty-four per cent of clients waited three to four weeks for admission into a five-day *Residential* program and 63 per cent of clients were admitted to a *DayStay* program within one to two weeks.

The five-day *Residential* program was well used, with a total of 554 families attending. One hundred and twenty-two families from a target of 125 were admitted into the 10-day *PASDS* program. Where a region was unable to provide a client for admission, all regions were contacted and offered the opportunity to take up the position.

Although 474 *DayStay* bookings were initiated, achieving the target of 390 was challenging. Many families cancelled, citing family illness or attendance at a program in their local community. Others advised that their parenting problem had improved following advice from the telephone consultation and podcasts.

LEARNING THROUGH PLAY HELPS BUILD A SECURE ATTACHMENT BETWEEN A MOTHER AND CHILD

PLAYSTEPS is a great way to help vulnerable and young mums with their new-born babies and toddlers under the age of three years.

Each week a new topic and theme keeps it interesting for mother and child. By taking plenty of photos and videotaping, a mother can be shown how best to bond with her child and how to read their subtle signals.

When their local Aboriginal cooperative recommended two young mothers (and sisters) go through the regional program, their first visit was a daunting exercise for them and for the program coordinator. As well as group interaction, one-on-one guidance and support over the eight weeks was integral to ensure the best chance for learning through play.

By the end of the eight weeks, these two sisters had shared a wonderful journey of exploring new ways of mothering and now feel more confident. Since attending *PlayStep*, it is no longer scary being a mum.

Older sister Tiffany loved sharing the 'circle of security' with her two little girls.

Tiffany said: "I have now learned the value of repetition and patience. I now realise that in order for a child to learn and develop they need to be shown more than once how to do things."

As the weeks went by, Tiffany began to talk more with both her children. Towards the end of the program, her eldest daughter began to seek out her out to show her what she was doing and was keen for the two of them to share – they now even sing nursery rhymes together!

Tahlia had difficulty in picking up on her baby's non-verbal cues. The 'visual' learning as well as the 'verbal' teaching helped enormously. She recalled that before *PlaySteps* the only cue she could identify was anger. It was a joy for staff to watch her rolling on the floor with her son and applying what she had learned.

Tahlia said: "The ladies of QEC explain things in a way that I understand. I have learnt ways to encourage my son with his development and I can see he is doing more. I now know the importance of praise and encouragement as part of showing my love for him – I need to tell him and show him."



ROD AND VAL ENJOY GETTING ON THE FLOOR AND PLAYING WITH THEIR CHILDREN, JONAH AND LEONIE

Kids don't come with a manual and we were finding it hard to capture and hold our son's attention. Jonah would buzz about the place, never sitting still for long.

Parenting books we read gave different advice and none of it worked for us. We felt lost and that we'd failed as parents.

The QEC *PlaySteps* program was our lifeline. It showed us how to enjoy playtime and use it to teach our children. Before then we'd never known playtime could have a purpose and could change behaviour.

QEC made no judgements about us. Staff put their heads together to find a solution for our situation, and we got to test different approaches until we found what worked for us.

We learnt to use running commentary, which means we describe what we're doing as we do it. We might say, "Jonah's picking up the blue block and pushing the yellow car." Kids match the words with the action and it quickly sinks in.

We found praising our children for what they do makes a difference. They're listening to us more and are confident to try new things.

You don't need a Nintendo to play. It's our imagination that gives us the enjoyment – even a cardboard box makes a great toy.

It's the little things that count. Just to acknowledge our kids are around us and that we're interested in them says, "yes, we love you and we are here."

Our children are happy because they want to play with us and know we enjoy doing it.

Dads normally miss out, but when Rod comes home Jonah and Leonie are excited and say, "Let's play." Dinner can wait a few minutes.

With QEC's support, we're relaxed and we know we can have fun with our kids. There are ways of coping and we don't have to be perfect parents – whatever that means.





from page 13

A decision was made in consultation with DHS to transfer 48 *DayStay* places to *PlaySteps* to address community need. This program, which focuses on improving parent/child interaction and encouraging positive relationships, was well attended.

PROFESSIONAL REFERRALS TO QEC

Professional referrals are welcomed and remain a valued avenue to provide priority access for vulnerable families. A total of 179 telephone consultations were made with professionals.

The Maternal and Child Health Service accounts for one-third of all referrals to single-day and five-day *Residential* programs. Six per cent of referrals were received from medical practitioners and there was a two per cent increase in referrals from Child Protection Services.

MORE HELP AT HOME

Increasingly, evidence supports home-based services as an effective way to engage vulnerable families and to provide access to services for those living in metropolitan locations distant to Noble Park and in rural communities.

In 2008-09, QEC *Home-Based* services were available in the rural regions of Gippsland, Hume and some parts of the Southern, Eastern, and North and West Metropolitan Regions. QEC provided a total of 371 families with a *Home-Based* service in 2008-09. This was an increase of 55 from the previous year.

QEC services in all its regional programs were affected by the Victorian bush fires (February 2009) over a two-week period. Several staff members were required to evacuate their homes and one staff member lost her home in the Kinglake area.

TABLE 8 FAMILIES ADMITTED TO RESIDENTIAL AND DAYSTAY SERVICES AT NOBLE PARK: PERCENTAGE DISTRIBUTION BY HOME LOCATION (DHS REGION), 2008-09

DHS REGION	2008-09	%
Barwon-South Western	2	0.2
Eastern Metropolitan	212	21.1
Gippsland	41	4.1
Grampians	18	1.8
Hume	18	1.8
Loddon	8	0.8
North and West Metropolitan	128	12.7
Other	8	0.8
Southern Metropolitan	571	56.7
	1006	100.0

TWO HOME-BASED PROGRAMS OFFERED

■ **Parenting Plus:** This is a highly intensive, specialised parenting skills program for families experiencing significant parenting difficulties and where one or more risk factors for poor child outcomes are present. With the support of staff, parents identify their area of need and create individualised plans that build on a family's strengths.

■ **Parenting Assessment and Skills Development Service (PASDS):** This intensive parenting assessment and skills development program was established to help high-risk families in Child Protection. It involves in-home monitoring and assessment, short-term skill development interventions and long-term assessment (up to 12 weeks) and skill development. Assessments cover parents' existing parenting competencies and their capacity to learn and enhance their skills.

SUPPORTING FAMILIES WITH A DISABILITY

QEC continued to deliver *My Time*, a group program to support parents of children aged 0-5 years with a disability or chronic medical illness, at its Noble Park, Morwell and Wonthaggi sites. Families participating in the *My Time* groups value the opportunity to connect with other parents with similar experiences and challenges. Parents engage in *My Time* groups because they feel more accepted and respected when other group members understand the difficulty their child might have in settling into new situations.

During 2008-09, 403 families participated in *My Time* at Noble Park, Morwell and Wonthaggi. QEC, in partnership with Noah's Ark Gippsland, delivered *My Time* to participating families in Morwell. The Wonthaggi group relocated to San Remo at the beginning of 2009 in response to identified community need.

TABLE 9 FAMILIES AT COMBINED QEC NOBLE PARK AND REGIONAL SERVICES (RESIDENTIAL, DAYSTAY AND HOME-BASED PROGRAMS): PERCENTAGE DISTRIBUTION BY HOME LOCATION (DHS REGION), 2008-09

DHS REGION	TOTAL %
Eastern Metropolitan	12.1
Gippsland	22.0
Grampians	1.0
Hume	5.1
North and West Metropolitan	7.3
Other	1.1
Southern Metropolitan	51.4
	100.0

Creating a safe workplace

The health and safety of staff and clients is the top priority. QEC strives to find ways to improve staff and client safety and wellbeing.

Although the incident rate is low, occupational violence is the most significant risk to QEC staff. QEC's *Residential* staff are supplied with a wireless communication duress system that quickly connects them with Victoria Police. It combines a nurse call, telephony and duress system in the one handset. Outreach staff also have a phone system that integrates telephony, GPS positioning and direct duress contact with Victoria Police.

QEC reported 84 incidents during 2008-09. No serious injuries or incidents were reported and 15 reports related to minor incidents. The other reported incidents related to near misses, property damage or neighbourhood complaints.

QEC has introduced a new risk management system, *Riskman*, to record all incidents in the workplace. *Riskman* is an electronic database that enables the organisation to accurately track and report incidents and trends.

FEEDBACK

Feedback from clients is an essential part of how QEC improves the quality and effectiveness of its services and programs. All clients attending a program were invited to provide feedback via an exit survey, with approximately one-third of participants responding. Follow-up surveys were undertaken three to six months following discharge on 10 per cent of clients participating in Noble Park programs.

Overall, confidence and enjoyment in parenting were noted. On discharge from a *DayStay* program, 36 per cent of clients were 'confident' or 'confident most of the time' in managing their parenting concern. This increased to 64 per cent after three to six months. Clients' report of enjoyment in parenting increased from 39 per cent to 63 per cent.

Of those interviewed for *Residential* follow-up surveys, 97 per cent continued to use the parenting strategies learnt during the program. Satisfaction in program areas, including level of satisfaction with involvement, consistency of information, and respect by staff of feelings, cultural beliefs and family values, all rated above the 90th percentile.

In 2008-09, six formal complaints were lodged. The main concern related to staff communication issues.

Partnerships

Forming partnerships with community and government ensures that QEC can provide more Victorian families with access to its services.

These partnerships have improved QEC's understanding of local area services and built sustainable, robust family support systems. They have also fostered good communication, consideration and respect among local service providers.

QEC is actively involved in the development of the Victorian Early Parenting Strategy and is a key contributor to the Placement Prevention Advisory Group.

Partnerships with Child FIRST programs give more regional Victorian families access to the *Home-Based Parenting Plus* program, while a contract with Latrobe City improves outreach access to specialised QEC services through the Enhanced Maternal and Child Health Service.

Collaboration is consistent with recent legislative changes, which advocate pathways that connect vulnerable children and families to the prevention and early intervention services they may need.



"I was blown away by the caring attitude of every staff member and never felt uncomfortable..."
 – RESIDENTIAL CLIENT



5th QEC International Conference

On 20 and 21 November 2008, QEC facilitated its 5th International Conference at The Sebel Hotel, Albert Park (Victoria).

“This whole presentation from Grant Sarra should be essential for any worker that is dealing with Aboriginal issues or policy and it would be good general education in schools, too.”

– PROJECT MANAGER

International keynote speakers were amazed at the buzz and energy generated by the 500 plus practitioners who spent two days sharing practice outcomes in workshops, gaining insights and enhancing their knowledge from keynote speakers, and networking with their peers from a diverse range of professional disciplines.

Dr Crispin Day (UK) presented to a full auditorium when he delivered the outcomes of QEC's pilot project on implementing the Family Partnership Reflective Practice Guides to support effective family work. The pilot explored the impact on a group of 15 QEC staff members who undertook his practice model of regularly taking



Mary Crowley

time out to reflect on their helping role and share experiences with peers. Some staff enhanced their reflection with a review of their interactions with families captured on video, which parallels the use of video to support parental reflective capacity within QEC's early parenting interventions.

Postscript to the pilot – Because of the strong



Mick Naughton and Robin Miller

interest shown by delegates in *Reflective Practice*, this leading-edge program has now secured a two-year grant from the William Buckland Foundation to enable QEC to deliver it to 72 new participants (across the sector) and benchmark the findings against the initial pilot group.

Always an engaging and informative speaker, **Mary Crowley** (UK) entertained conference

participants as she shared her experiences of leading the development of a National Institute of Parenting across Europe to set consistent standards of professional practice for the parenting sector.

Mary reported evidence that parents were the most important influence on an individual's self esteem. She also provided clear evidence about the positive impact of a father's involvement.

Dr Susan McDonough (USA) presented her world-renowned use of video footage to guide parent child interactions and engage hard-to-reach families across services. Her proven methods of focusing and building on strengths, careful use of language, and empowering families to participate in finding solutions to their problems struck a chord with the audience. Many delegates returned to their workplace in search of video cameras (or to budget for one) to introduce this effective method of engagement and reflection.

“The quality of papers was consistently high with a lot of preparation evident.”



Dr Crispin Day



“Great things are happening in Australia and a conference like this helps us to learn what is going on internationally.”



Dr. Richard Fletcher

The lineup of engaging overseas speakers was ably supported by the Australian experts and leaders in their field who were invited to contribute to the two-day forum.

Dr Richard Fletcher (University of Newcastle) has led policy and service development in ‘father-inclusive’ practice in Australia and overseas. His findings have led to many new, male-oriented programs across Australia.

During his preliminary afternoon workshop, Dr Fletcher used play acting to challenge the female-dominated child and family services sector to think about barriers to engaging fathers in their services and in the parenting process.

“I wish I could have attended all of the workshops – they all looked so interesting.”

Professor Louise Newman (Monash University) provided a thought-provoking presentation on the risks to child outcomes of parents experiencing complex psycho-social issues and the proven, targeted methods best able to support and enhance vulnerable parents.

Her use of slides showing the impact of social and environmental factors on a baby or a very young child’s brain opened up a great deal of positive debate on the merits of very early intervention.

Dads do matter!

In direct response to Dr Fletcher’s research and to QEC’s exit survey feedback, developing and implementing ‘father inclusive’ programs and terminology are high on the new initiatives list.

“Most of the conference presenters were of a very high standard, making it hard to choose which one to go”



“Great Conference!”

Thank you to sponsors and supporters

Reiterating the words of many a delegate, yes, it was a great conference!

QEC could not continue to present such a high-quality conference with international guest speakers and an extensive array of themed workshops without the valuable financial and in-kind contributions from a range of government departments, the philanthropic sector and individual organisations.

We would like to acknowledge and thank each of the following for contributing to a very successful conference.

Sponsors

beyondblue – The National Depression Initiative
Mitre 10

Federal Government – Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)

Creswick Foundation

QEC Foundation

Victorian Government – Department of Human Services

Supporters

ACER

Australian Childhood Foundation

Australian Institute of Family Studies

Municipal Association of Victoria

National Childcare Accreditation Council

Nestle Nutrition

Ngala

Play Group Victoria

Tommee Tippee



Continuing partnerships supporting regional care

BEST START

This program aims to improve the health, development, learning and wellbeing of all children from pregnancy through to transition at school (0–8 years) across Victoria.

QEC continues as a signatory to the Best Start partnership agreement with other health, education and community service providers, local government, parent and community leaders in: Latrobe City; Cities of Greater Dandenong, Casey and Cardinia; and Aboriginal Best Start, City of Greater Dandenong and Casey.

INTEGRATED FAMILY SERVICES

Latrobe/Baw Baw (IFS) and ChildFIRST (formerly known as Family Matters, which serviced Latrobe City and family services in Baw Baw)

The QEC Gippsland team has continued to provide *Home-Based Parenting Plus* programs in Latrobe City, with 43 families completing the program in 2008-09. The service has been funded since 2004 as part of the Family Matters Innovations Program. In 2008, Child FIRST and Integrated Family Services Latrobe/Baw Baw was established, continuing to build on the previous service structure in Latrobe and incorporating family services in Baw Baw.

The Child FIRST Integrated Family Services Latrobe/Baw Baw Alliance is a partnership between Anglicare Victoria, Berry Street Victoria, Quantum Support Services, QEC, Ramahyuck District Aboriginal Corporation (Wanjana Lidj), West Gippsland Healthcare Group and DHS.

The Alliance was developed to implement the *Children Youth and Families Act 2005* and to provide services to the catchments of Latrobe and Baw Baw municipalities. DHS has funded the Alliance to work collaboratively with Child Protection Services and to provide a stronger and more responsive service system across the catchments.

UPPER EASTERN HUME – PARENTING PLUS

QEC's *Parenting Plus* forms part of the 'early years' component of Child FIRST in Wodonga and the Shires of Indigo and Towong. The QEC Hume team operates the service from Wodonga and in 2008-09, 12 families completed *Parenting Plus*.

Parenting Plus was offered in partnership with a range of agencies including the lead organisation and funds administrator, Upper Murray Family Care. Child FIRST stakeholder partners include Central Hume Support Services, Upper Hume Community Health Service, City of Wodonga, and Indigo and Towong Shire Councils.

Outcomes focus

QEC believes that parents meeting the challenges of caring for young children deserve the best support available. QEC's effectiveness in supporting parents depends on its commitment to evidence-based practice and regular reviews of its work. QEC grounds its work in proven research and the latest thinking, enabling it to implement effective and safe practice approaches. It strives to give families access to consistent, high-quality programs.

EVIDENCE-BASED PRACTICE

Regularly reviewing and evaluating its programs keeps QEC accountable and transparent to clients, communities, supporters and government. QEC's commitment to continuous quality improvement means that it can verify that it meets regulatory and funding obligations, as well as its own objectives.

QEC invests in the support and development of its valued staff. Implementing proven and safe practice based on the latest thinking and approaches means that QEC provides families with access to consistent, high-quality programs.

PROGRAM EVALUATION IN PROGRESS

The Parenting Research Centre's evaluation of the outcomes of QEC's therapeutic playgroup program *PlaySteps* continued during 2008-09. Service delivery was completed in April 2009, with the 12-month followup data collection process and final report due in April 2010.

In June 2009, QEC received funding from the Federal Government (through the National Framework for Protecting Australia's Children) to deliver *PlaySteps* to support family reunification with young children, in partnership with DHS Child Protection Services. The service will be delivered in August and September 2009.

INTERNATIONAL PUBLICATION OF QEC'S WORK

QEC had two articles accepted for publication in peer-reviewed journals during 2008-09.

Dr Karli Treyvaud, of the Parenting Research Centre, had a manuscript titled 'Maternal Factors and Experiences Associated with Observed Parenting Behaviour in Mothers Attending a Residential Parenting Program' accepted for publication in the *Journal of Infant Mental Health*.

Dr Treyvaud was also successful in submitting a manuscript titled 'Outcomes following an Early Parenting Centre Residential Parenting Program for Families' to the *Journal of Family Nursing*.



QEC has continued its commitment to innovation during 2008-09. In addition to reviewing and developing service models and practice approaches, QEC successfully established two major innovations.

PROMOTING ATTACHMENT IN THE ANTENATAL PERIOD FOR AT-RISK MOTHERS

QEC secured grants from the Lord Mayor's Charitable Foundation and the The Alfred Felton Bequest to conduct a pilot study on supporting and partnering with vulnerable families, starting in the antenatal period and extending 18 months after birth. *Tummies to Toddlers* service delivery started in February 2009 with referral support from key stakeholders.

Seventeen families have been referred to the program and eight babies born to date. *Tummies to Toddlers* activities enable families to connect with their children, peers and staff in a nurturing group environment. Outreach capacity supports and maintains long-term engagement. The program is relationship based, with a focus on building the parent-child relationship and existing services and program models.

A former CEO of Glastonbury Child and Family Services, Judy Wookey, has been engaged to record and report the action learning from *Tummies to Toddlers*. With consultation of program participants, staff and key stakeholders adding to program data, Judy will provide support for QEC in sharing and promoting outcomes from this exciting opportunity.

Findings from the pilot study will be shared with the early childhood services sector through QEC's professional development work and its 6th International Conference, to be held on 10 to 12 November 2010.

SUPPORTING QEC STAFF TO REFLECT ON WORKING IN PARTNERSHIP WITH FAMILIES

Evidence suggests that there is a parallel between the quality of relationships among staff within an organisation (as characterised by trust, support and continued growth and development) and the relationships that they build with parents and children. Relationships form the foundation for all the work that is done at QEC and, as such, are central to our core business. Reflective practice is an integral component of support offered to staff as they, in turn, support parents and parents support their children.

While reflective supervision supports emotional self-awareness, it also has a significant cognitive component. Critical thinking strengthens through the careful re-evaluation of one's ideas, actions and interactions. The cognitive component of supervision enables ongoing self-assessment and monitoring of quality in service provision.



To improve the support and development of QEC staff and outcomes for families, QEC engaged the UK-based Centre for Parent and Child Support (CPCS) to conduct a pilot study in implementing the Family Partnership Model. QEC recognises that there is a need for effective staff support and opportunities to reflect if new skills are to be implemented appropriately and have maximum effect, and to maintain behavioural change.

A group of 15 QEC practitioners volunteered to participate in the three-month pilot study. Working in pairs, staff took regular time out to stand back and reflect on their work with families. Video technology and Skype conferencing were used to connect staff across QEC's regional locations and with Dr Crispin Day in London.

Dr Day and Christeen Waring, Family Counsellor at QEC, presented the findings of the pilot study at QEC's 5th International Conference, held at The Sebel Albert Park on 19-21 November 2008. Feedback from staff in the study showed that the program increased confidence and enhanced practice in both new and experienced practitioners. Home visitors reaped particular benefits from checking in with peers to reflect and learn about their effectiveness when working alone with families.



Talented and diverse staff

Feedback from clients and key stakeholders continues to affirm the dedicated, high-quality contribution of staff. QEC's reputation and respect as sector leader has been earned by its skilled and professional team.

Recruitment of maternal and child health nurses in a shrinking market continues to be difficult. However, QEC was successful in attracting applications from high-quality, enthusiastic and experienced people and continues its strategy of broadening the staff skills base and the range of interventions available to families.

At 30 June 2009, there were 118 staff members, 115 women and three men. Of the 118 staff members, there were 37 employed full-time and 81 part-time. Table 10 gives equivalent full-time staff numbers by program and position category.

Registered nurses remain the predominant professional group and comprise 48 per cent of QEC's total staff. The role of early parenting practitioners (EPPs) is crucial within QEC's programs. EPPs hold professional qualifications and experience in early childhood services, early intervention, early childhood education and mothercraft nursing. They provide much of the one-on-one daily work with families and comprise 47.5 per cent of the total QEC workforce. Mothercraft nurses comprise 37.5 per cent of the EPPs.

Team leaders, PASDS and education coordinators comprise 36.4 per cent of QEC's total staff and have backgrounds in nursing, psychology, social work, early childhood education, drug and alcohol counselling and family therapy. Team leaders are all Division 1 Registered Nurses. Of those staff employed as coordinators of the PASDS programs and QEC's Training and Development Services, 50 per cent are registered nurses.

Expanding the range of staff skills increases QEC's ability to respond sensitively to the diversity of support required by families. Staff qualities and skills most valued by our clients as reported in feedback surveys are those related to the ability to form respectful partnerships and collaborations.

“... I found the staff extremely helpful and they were always aware of my feelings and values ...”
– Client feedback

QEC STAFF PROFESSIONAL DEVELOPMENT

QEC is committed to supporting the professional development of its staff. New members of the team participate in extensive training in the evidence-based models that underpin QEC's approach and are required to update skills regularly and maintain standards.

Staff training is an integral component of quality service provision. Emerging evidence demonstrates that translation of learning outcomes from the training room to the client

TABLE 10 COMPOSITION OF QEC STAFF AS AT 30 JUNE 2009

ROLE	JUNE CURRENT MONTH HEAD COUNT	JUNE CURRENT MONTH, FULL-TIME EMPLOYEES (FTE)	JUNE YEAR TO DATE, FULL-TIME EMPLOYEES (FTE)
Administration/Finance	10	8.6	8.6
Chief Executive Officer	1	1.0	1.0
Director of Medical Services	1	0.5	0.5
Director of Nursing	1	1.0	1.0
Early Parenting Practitioners (inc. Mothercraft Nurses)	56	31.6	31.6
Managers	4	4.0	4.0
Program Coordinators (inc. Maternal & Child Health Nurses)	16	10.6	10.6
Team Leaders (inc. Maternal & Child Health Nurses)	23	10.0	10.0
Clinical Education Coordinators (inc. Maternal & Child Health Nurses)	4	4.2	4.2
Family Counselling Psychologist	1	0.8	0.8
Fundraising Officer	1	0.4	0.4
Total	118	72.7	72.7

interface is best supported through reflective supervision. Reflection on how staff members interact with families as they assist parents in their parenting relationship with their child provides a powerful opportunity to learn how to intervene effectively.

Outcomes from QEC's *Reflective Practice Pilot* will form the platform for enhancing and extending reflective capacity through the organisation, with generous support from the William Buckland Foundation over the next two years. This innovative workforce enhancement project will enable QEC (in partnership with key stakeholders) to explore how regular opportunities to reflect with peers can improve confidence and competence of staff, leading to less work stress and turnover.

QEC's 5th International Conference 2008 was attended by 92 staff and Board members. The conference is an important element in QEC's professional development calendar and provides staff with a forum to share their practice and network with peers. QEC staff presented four papers showcasing QEC practice and research as part of the concurrent program.



TABLE 11 QEC PROFESSIONAL GROUP, 2008-09

		Registered Nurse	Other	Total
Clinical roles	Early Parenting Practitioners	21	35	56
	Medical Practitioner	0	1	1
	Program Coordinators	8	8	16
	Team Leaders	23	0	23
	Clinical Education Coordinators	2	2	4
	Family Counselling Psychologist	0	1	1
Non-clinical roles	Administration/Finance	0	11	11
	Management	3	3	6
	Total	57	61	118



Sharing know-how and ideas

STRENGTHENING PROFESSIONAL KNOWLEDGE AND SKILLS IN THE EARLY CHILDHOOD AND PARENTING SECTOR

QEC shares the outcomes of its research initiatives and evidence-based practices with the early parenting sector through its education activities. It partners with research institutions, public and private sector health and welfare professionals, local government and communities to promote the sharing of knowledge, set standards and lead change in caring for young children.

During 2008-09, QEC education services delivered 71 workshops to a total of 769 participants. The participants came from a broad range of backgrounds and work settings. There were nurses, social workers, psychologists, therapists, family workers, teachers and childcare workers who were involved in services including universal and enhanced maternal and child health, primary health, early education and intervention, and family and children's services.

In partnership with the Victorian Aboriginal Community Controlled Health Organisation (VACCHO) Training Unit and the Department of Education and Early Childhood Development (DEECD), QEC reviewed and adapted two core training programs, Family Partnership Model and Keys to Caregiving. Delivery of training, co-facilitated by staff from QEC and VACCHO, started in 2009 with Aboriginal In-Home Support Workers in Shepparton, Mildura, Bairnsdale and Melbourne. Service delivery will continue in the latter months of 2009.

“... tell everyone you must do this course – your work will be much easier with this tool/process!”

“Make time to participate in this training because you will achieve so much.”

Family Partnership Training – VACCHO and DEECD program

STUDENT PLACEMENT AT QEC

Through 2008-09, QEC provided clinical placements for 43 early childhood students, further enhancing the skills of the early childhood sector in working with parents. Students were from Swinburne TAFE and Chisholm Institute. A further 20 placements were provided to maternal and child nursing students from La Trobe University, RMIT and Deakin University.

QEC also provided a nine-week placement for a social work student from RMIT. Student placement at QEC provides a varied and informative experience with a good opportunity to enhance knowledge and skills in working with parents.

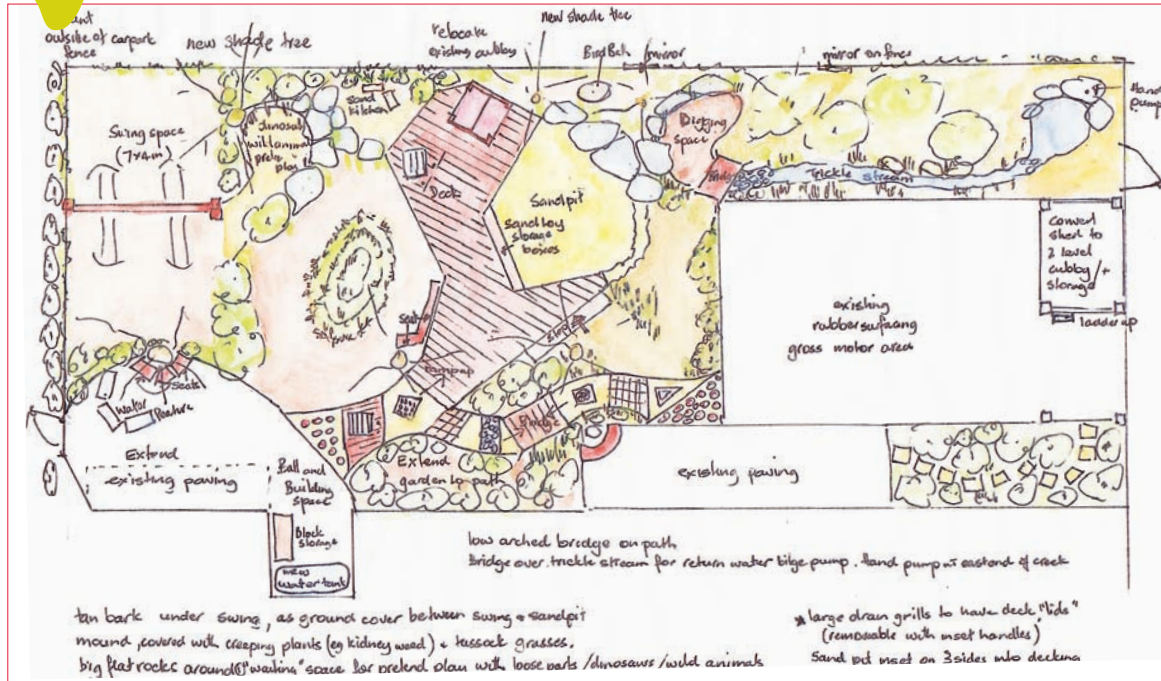
Our supporters 2008-09

In the past year, demand for QEC's services has continued to grow. It would have been impossible for QEC to continue to deliver its high standard of services without the financial support and confidence shown by the philanthropic sector.

QEC acknowledges the following individuals, family trusts, and foundations for the generosity shown to the early parenting sector and, more particularly, for embracing innovative projects such as *Tummies to Toddlers* (The Lord Mayor's Charitable Foundation and The Alfred Felton Bequest) and the *Reflective Practice* workplace project (the William Buckland Foundation). A special thank-you is extended to a first-time supporter, the Shane Warne Foundation. This Foundation's generous contribution has been used in the development of a much-needed new playground (see diagram next page).

TABLE 12 GRANTS, DONATIONS AND BEQUESTS, 2008-09

GRANTS	FROM
\$ 99,888	Federal Government
\$ 76,000	The William Buckland Foundation
\$ 70,000	Lord Mayor's Charitable Foundation
\$ 50,000	Alfred Felton Bequest
\$ 40,000	Collier Charitable Fund
\$ 35,000	The Shane Warne Foundation
\$ 16,000	The Gandel Charitable Trust
DONATIONS AND BEQUESTS	
\$ 60,655	Wilma Florance Sims Estate
\$ 15,000	The QEC Foundation
\$ 3,000	Dame Elisabeth Murdoch
\$ 3,000	Joe White Bequest
\$ 2,441	Sir Walter Leitch Estate
\$ 2,080	Jack and Ethel Goldin Foundation
\$473,064	Total of grants, donations and bequests
Conference sponsors and donors listed on page 19.	



This is the plan of the expanded playground to be built at QEC's Noble Park headquarters with a \$35,000 grant from The Shane Warne Foundation.

TABLE 13 SUMMARY OF FINANCIAL RESULTS, 2005-09

SUMMARY OF FINANCIAL RESULTS	2008-09 \$	2007-08 \$	2006-07 \$	2005-06 \$	2004-05 \$
Revenue from Government	6,537,082	5,994,743	5,537,005	5,522,965	5,260,033
Total income from transactions	7,712,961	7,096,775	7,109,087	6,557,349	6,192,394
Total expenses from transactions	8,093,810	7,979,249	7,436,766	6,657,476	6,180,455
Net result from transactions	(380,849)	(882,474)	(327,679)	(100,127)	11,939
Net cash flow from operating activities	753,255	(725,206)	176,548	381,540	345,041
Total assets	10,078,244	8,130,219	8,501,527	8,712,807	8,620,389
Total liabilities	2,081,985	1,482,092	1,412,118	1,295,720	1,103,175

Attestation on Compliance with Australian/New Zealand Risk Management Standard

I, Robyn Gillis, certify that the Queen Elizabeth Centre has risk management processes in place consistent with the Australian/New Zealand Risk Management Standard and an internal control system is in place that enables the executives to understand, manage and satisfactorily control risk exposures. The Quality and Risk Committee verifies this assurance and that the risk profile of the Queen Elizabeth Centre has been critically reviewed within the last 12 months.

Robyn Gillis
CHIEF EXECUTIVE OFFICER



General reports

BUILDING ACT 1993

QEC fully complies with the building and maintenance provisions of the *Building Act 1993*.

CONSULTANCIES

The following organisations were engaged for consultancies during the financial year 2008-09 to a total cost of \$135,085:

Adesse Pty Ltd
 Department of Sustainability and Environment
 HLB Mann Judd
 Parenting Research Centre
 Sackville Wilks Pty Ltd
 The Meeting Planners
 Victorian Auditor-General's Office

ENVIRONMENTAL PERFORMANCE

In compliance with government environmental policy, QEC has installed power factor correction equipment to reduce energy consumption. QEC continues a recycling program within the Noble Park site, including education and encouragement to all staff, contractors and clients to use situated bins and disposal processes within the program.

FREEDOM OF INFORMATION

For the year ended 30 June 2009, three requests were received under the *Freedom of Information Act 1982*.

LEGISLATIVE CHANGES

As a public hospital, QEC does not administer any Acts directly. The *Health Services Act 1988* is the vehicle by which the hospital is incorporated and prescribes the manner in which it is regulated.

MERIT AND EQUITY PRINCIPLES

QEC applies merit and equity principles in accordance with the *Public Sector Management and Employment Act 1998*. It reported on the application of the principles to the State Services Authority in the People Matter Survey 2009. All staff members are made aware of and are expected to comply with the Public Sector Code of Conduct.

MINISTERIAL DIRECTIONS

The information listed in the Directions of the Minister for Finance, Financial Reporting Directions (FRD 22), is available on request.

NATIONAL COMPETITION POLICY

QEC complies with National Competition Policy guidelines when tendering. QEC has outsourced all non-core services.

OCCUPATIONAL HEALTH & SAFETY

QEC has established an Occupational Health and Safety Management System. The OHS Management System monitors safety incidents and accidents.

REVENUE INDICATORS

During FY 2009, QEC had nil collection days in Private, TAC, VWA, Other Compensable, Psychiatric or Nursing home categories.

WHISTLEBLOWERS PROTECTION ACT 2001

There were no disclosures under the *Whistleblowers Protection Act 2001*.

ACRONYMS

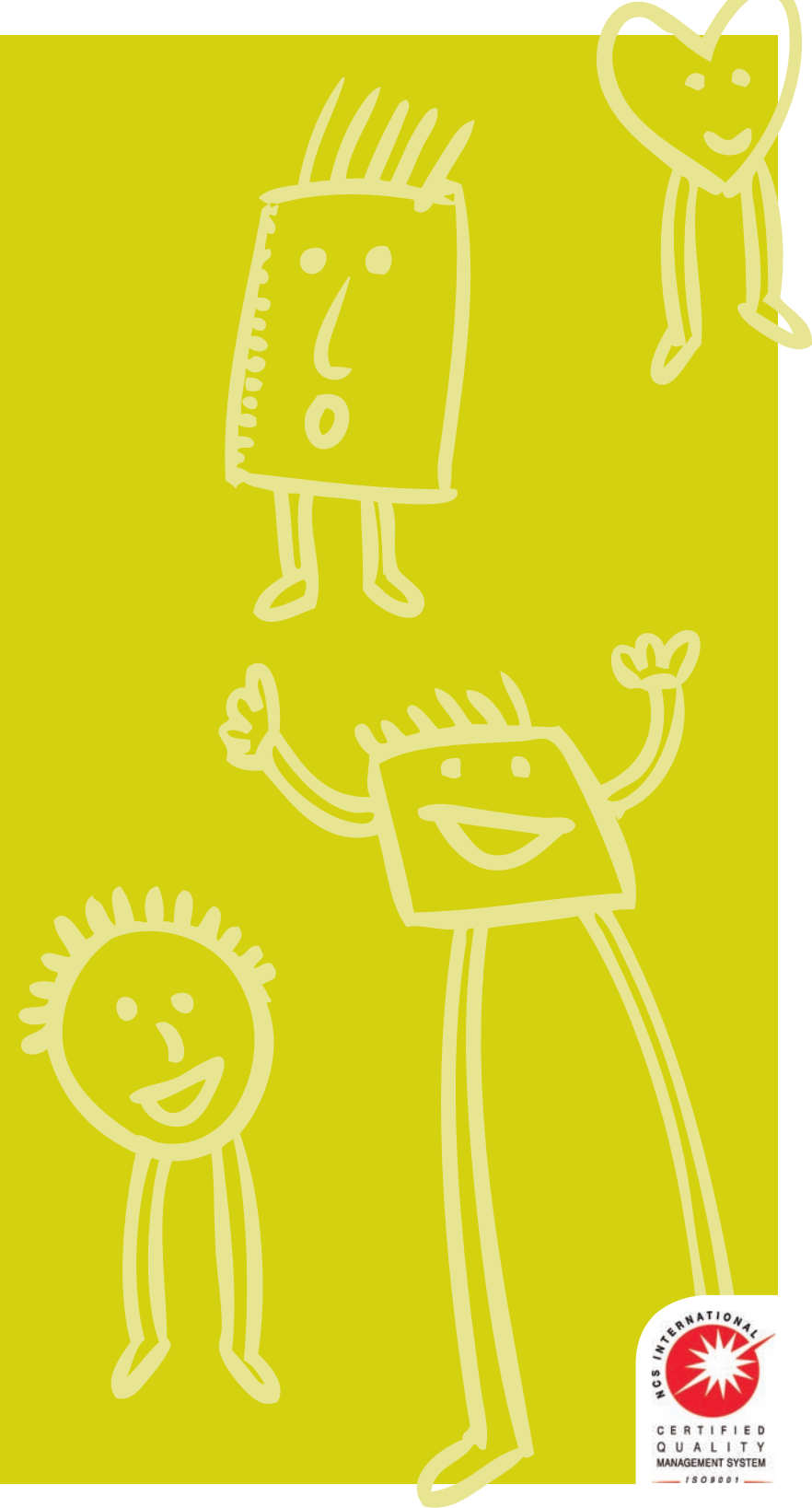
CAIS	Client Assessment and Intake System
CALD	Culturally and Linguistically Diverse
DEECD	Department of Education and Early Childhood Development
DHS	Victorian Department of Human Services
EHV	Enhanced Home Visiting
FaHCSIA	Federal Government's Department of Families, Housing, Community Services and Indigenous Affairs
QEC	Queen Elizabeth Centre
VACCHO	Victorian Aboriginal Community Controlled Health Organisation
VAGO	Victorian Auditor-General's Office





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ERRATUM

The Queen Elizabeth Centre Annual Report 2008-09

In page 11 Table 3

Occasions of Service for Non-Admitted Patients, 2007-09

Home visits – PASDS, Parenting Plus, Innovations, Enhanced Maternal Child Health – all regions
Column 2008-09 delete figure 2939 and insert 3642

Total occasions of service
Column 2008-09 delete figure 3687 and insert 4390



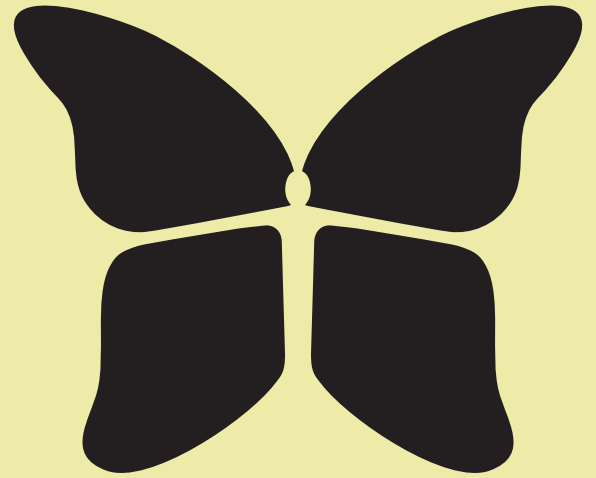
Bruce Morley
President



Sue Couper
Acting Chief Executive Officer



Dean Stuble CPA
Commercial and Finance Manager



QEC

LEARNING. PARENTING. TOGETHER.

2008-09

91ST ANNUAL REPORT

QEC FINANCIAL STATEMENTS

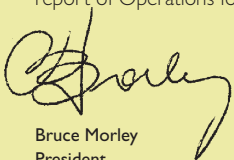
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE, 2009

- Contents
- Responsible Bodies Declaration
- Auditor General's Report
- Summary of Financial Results
- Financial Statements
- Disclosure Index

Responsible Bodies Declaration

The Queen Elizabeth Centre Annual Report 2008-09

In accordance with the Financial Management Act 1994, I am pleased to present the report of Operations for the Queen Elizabeth Centre, for the year ending 30 June 2009



Bruce Morley
President
QEC
3 September 2009

QEC
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Email: theqec@qec.org.au www.qec.org.au

VAGO

Victorian Auditor-General's Office

INDEPENDENT AUDITOR'S REPORT

To the Members of the Board, The Queen Elizabeth Centre

The Financial Report

The accompanying financial report for the year ended 30 June 2009 of The Queen Elizabeth Centre which comprises the operating statement, balance sheet, statement of changes in equity and cash flow statement, a summary of significant accounting policies and other explanatory notes to and forming part of the financial report, and the board member's, accountable officer's and chief finance and accounting officer's declaration, has been audited.

The Members of the Board's Responsibility for the Financial Report

The Members of the Board of The Queen Elizabeth Centre are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the financial reporting requirements of the *Financial Management Act 1994*. This responsibility includes:

- establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error
- selecting and applying appropriate accounting policies
- making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit, which has been conducted in accordance with Australian Auditing Standards. These Standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The audit procedures selected depend on judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, consideration is given to the internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used, and the reasonableness of accounting estimates made by the Members of the Board, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

VAGO

Victorian Auditor-General's Office

Independent Auditor's Report (continued)

Matters Relating to the Electronic Presentation of the Audited Financial Report

This auditor's report relates to the financial report published in both the annual report and on the website of The Queen Elizabeth Centre for the year ended 30 June 2009. The Members of the Board of The Queen Elizabeth Centre are responsible for the integrity of the website. I have not been engaged to report on the integrity of the website. The auditor's report refers only to the statements named above. An opinion is not provided on any other information which may have been hyperlinked to or from these statements. If users of this report are concerned with the inherent risks arising from electronic data communications, they are advised to refer to the hard copy of the audited financial report to confirm the information included in the audited financial report presented on The Queen Elizabeth Centre website.

Independence

The Auditor-General's independence is established by the *Constitution Act 1975*. The Auditor-General is not subject to direction by any person about the way in which his powers and responsibilities are to be exercised. In conducting the audit, the Auditor-General, his staff and delegates complied with all applicable independence requirements of the Australian accounting profession.

Auditor's Opinion

In my opinion, the financial report presents fairly, in all material respects, the financial position of The Queen Elizabeth Centre as at 30 June 2009 and its financial performance and cash flows for the year then ended in accordance with applicable Australian Accounting Standards (including the Australian Accounting Interpretations), and the financial reporting requirements of the *Financial Management Act 1994*.

MELBOURNE
3 September 2009


D D R Pearson
Auditor-General

The Queen Elizabeth Centre

Board Member's, Accountable Officer's and Chief Finance and Accounting Officer's Declaration

We certify that the attached financial report for The Queen Elizabeth Centre has been prepared in accordance with Standing Direction 4.2 of the *Financial Management Act 1994*, applicable Financial Reporting Directions, Australian Accounting Standards, Interpretations and other mandatory professional reporting requirements.

We further state that in our opinion, the information set out in the Operating Statement, Balance Sheet, Statement of Changes in Equity, Cash Flow Statement and Notes forming part of the financial statements, presents fairly the financial transactions during the year ended 30 June 2009 and financial position of The Queen Elizabeth Centre at 30 June 2009.

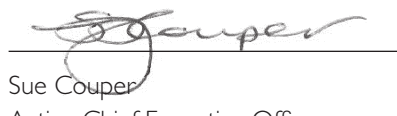
We are not aware of any circumstance which would render any particulars included in the financial report to be misleading or inaccurate.

We authorise the attached financial report for issue on this day.



Bruce Morley
President

Noble Park
3 September 2009



Sue Couper
Acting Chief Executive Officer

Noble Park
3 September 2009



Dean Stubley CPA
Commercial and Finance Manager

Noble Park
3 September 2009

Operating Statement For the Year Ended 30 June 2009

	NOTES	2009 \$	2008 \$
Revenue from Operating Activities	2	7,525,583	6,909,749
Revenue from Non-Operating Activities	2	116,378	97,190
Employee Benefits	3	(5,907,481)	(5,826,348)
Supplies & Consumables	3	(132,645)	(176,326)
Other Expenses from Continuing Operations	3	(1,594,134)	(1,513,043)
Net Result from Continuing Activities before Capital and Specific Items		7,701	(508,778)
Capital Purpose Income	2	71,000	89,836
Depreciation and Amortisation	4	(462,853)	(453,410)
Net Gains/(Losses) on Disposal of Non-Current Assets	3c	3,303	(10,122)
NET RESULT FOR THE FINANCIAL YEAR		(380,849)	(882,474)

Balance Sheet as at 30 June 2009

	NOTES	2009 \$	2008 \$
ASSETS			
Current Assets			
Cash and Cash Equivalents	5, 16	2,723,125	197,114
Receivables	6, 16	142,819	265,861
Other Financial Assets	7, 16	-	1,890,657
Total Current Assets		2,865,944	2,353,632
Non-Current Assets			
Receivables	6	339,278	290,894
Property, Plant and Equipment	8	6,778,870	5,307,118
Intangible Assets	9	94,152	178,575
Total Non- Current Assets		7,212,300	5,776,587
TOTAL ASSETS		10,078,244	8,130,219
LIABILITIES			
Current Liabilities			
Interest Bearing Liabilities	10, 16	1,287	8,039
Payables	11, 16	142,484	179,443
Revenue Received in Advance	13	421,286	-
Provisions	12a	1,360,556	1,079,382
Total Current Liabilities		1,925,613	1,266,864
Non- Current Liabilities			
Provisions	12a	156,372	215,228
Total Non- Current Liabilities		156,372	215,228
TOTAL LIABILITIES		2,081,985	1,482,092
NET ASSETS		7,996,259	6,648,127
EQUITY			
Asset Revaluation Reserve	14a	3,787,355	2,058,374
General Purpose Reserve	14a	990,000	990,000
Contributed Capital	14b	4,894,538	4,894,538
Accumulated Surpluses/(Deficits)	14c	(1,675,634)	(1,294,785)
TOTAL EQUITY		7,996,259	6,648,127

Statement of Changes in Equity for the Year Ended 30 June 2009

	NOTES	2009 \$	2008 \$
Total Equity at Beginning of Financial Year		6,648,127	7,089,408
Gain on Asset revaluation	14a	1,728,981	328,620
Net Income Recognised Directly In Equity		1,728,981	328,620
Net Result for the Year	14c	(380,849)	(882,474)
Total Recognised Income and Expense for the Year		1,348,132	(553,854)
Transactions with the State in its capacity as owner	14b	-	112,573
TOTAL EQUITY AT END OF FINANCIAL YEAR		7,996,259	6,648,127

Cash Flow Statement for the Year Ended 30 June 2009

	NOTES	2009 \$	2008 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts			
Government Grants		6,549,635	6,163,809
Donations and Bequests		465,176	133,105
Interest Received		139,449	65,246
GST received from ATO		83,581	21,226
Other Receipts		785,771	520,354
Payments			
Employee Benefits Paid		(5,586,412)	(5,747,304)
Payments for Supplies and Consumables		(1,683,945)	(1,818,160)
GST paid to ATO		-	(63,482)
NET CASH INFLOW/(OUTFLOW) FROM OPERATING ACTIVITIES	15	753,255	(725,206)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of Properties, Plant and Equipment and Intangible Assets		(154,399)	(520,412)
Proceeds from Sale of Properties, Plant and Equipment		36,498	63,492
Net Proceeds from investments in Other Financial Assets		1,890,657	501,365
NET CASH INFLOW/(OUTFLOW) FROM INVESTING ACTIVITIES		1,772,756	44,445
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS HELD		2,526,011	(680,761)
CASH AND CASH EQUIVALENTS AT BEGINNING OF FINANCIAL YEAR		197,114	877,875
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR	5	2,723,125	197,114

Note 1: Statement of Significant Accounting Policies

(A) STATEMENT OF COMPLIANCE

The financial report is a general purpose financial report which has been prepared on an accrual basis in accordance with the Financial Management Act 1994 and applicable Australian Accounting Standards and Interpretations (AAS's). AAS's include Australian equivalents to International Financial Reporting Standards. In complying AAS's, the entity has, where relevant, applied those paragraphs applicable to not-for-profit entities.

(B) BASIS OF PREPARATION

The financial report is prepared in accordance with the historical cost convention, except for the revaluation of certain non-current assets, as noted. Cost is based on the fair values of the consideration given in exchange for assets.

In the application of AAS's management is required to make judgments, estimates and assumptions about carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstance, the results of which form the basis of making the judgements. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision, and future periods if the revision affects both current and future periods.

Accounting policies are selected and applied in a manner which ensures that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events is reported.

The accounting policies set out below have been applied in preparing the financial statements for the year ended 30 June 2009 and the comparative information presented in these financial statements for the year ended 30 June 2008.

(C) REPORTING ENTITY

The financial statements include all the controlled activities of the Queen Elizabeth Centre. The entity is a not-for-profit entity and therefore applies the additional Australian paragraphs applicable to "not-for-profit" entities under the AAS's.

(D) ROUNDING OFF

All amounts shown in the Financial Statements are expressed to the nearest dollar.

(E) CASH AND CASH EQUIVALENTS

Cash and cash equivalents comprise cash on hand and cash at bank, deposits at call and highly liquid investments with an original maturity date of 3 months or less, which are readily convertible to known amounts of cash and are subject to insignificant risk of changes in value.

For the cash flow statement presentation purposes, cash and cash equivalents includes bank overdrafts, which are included as current borrowings in the balance sheet.

(F) RECEIVABLES

Trade receivables, loans and other receivables are recorded at amortised cost, using the effective interest method, less impairment.

The effective interest method is a method of calculating the amortised cost of a financial asset and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset, or, where appropriate, a shorter period.

Trade debtors are due for settlement within 30 days from the date of recognition. Collectability of debts is reviewed on an ongoing basis, and debts which are known to be uncollectable are written off. A provision for doubtful debts is raised where doubt as to collection exists.

(G) OTHER FINANCIAL ASSETS

Other financial assets are recognised and de-recognised on trade date where purchase or sale of a financial asset is under a contract whose terms require delivery of the investment within the timeframe established by the market concerned, and are initially measured at fair value, net of transaction costs.

Other financial assets are classified between current and non-current assets based on The Queen Elizabeth Centre Board of Management's intention at balance date with respect to the timing of disposal of each asset. Management determines the classification of its investments at initial recognition.

The Queen Elizabeth Centre assess at each balance sheet date whether a financial asset or group of financial assets is impaired.

AVAILABLE-FOR-SALE FINANCIAL ASSETS

Other financial assets held by the entity are classified as being available-for-sale and are stated at fair value. Gains and losses arising from changes in fair value are recognised directly in equity until the investment is disposed of or is determined to be impaired, at which time the cumulative gain or loss previously recognised in equity is included in profit or loss for the period.

(H) INTANGIBLE ASSETS

Intangible assets represent identifiable non-monetary assets without physical substance such as computer software and development costs.

Intangible assets are initially recognised at cost. Subsequently, intangible assets with finite useful lives are carried at cost less accumulated amortisation and accumulated impairment losses. Costs incurred subsequent to initial acquisition are capitalised when it is expected that additional future economic benefits will flow to the entity.

Amortisation is allocated to intangible assets with finite useful lives on a straight-line basis over the asset's useful life. Amortisation begins when the asset is available for use, that is, when it is in the location and condition necessary for it to be capable of operating in the manner intended by management. The amortisation period and the amortisation method for an intangible asset with a finite useful life are reviewed at least at the end of each annual reporting period. In addition, an assessment is made at each reporting date to determine whether there are indicators that the intangible asset

concerned is impaired. If so, the assets concerned are tested as to whether their carrying value exceeds their recoverable amount.

(I) PROPERTY, PLANT AND EQUIPMENT

Land and buildings are recognised initially at cost and subsequently measured at fair value less accumulated depreciation and impairment.

Plant, equipment and vehicles are measured at cost less accumulated depreciation and impairment.

Cultural Assets that the State intends to preserve because of their unique historical, cultural or environmental attributes are measured at their fair value three yearly and are not depreciated.

REVALUATIONS OF NON-CURRENT PHYSICAL ASSETS

Non-current physical assets measured at fair value are revalued in accordance with FRDs issued by the Minister for Finance. This revaluation process normally occurs every five years, based upon the asset's Government Purpose Classification, but may occur more frequently if fair value assessments indicate material changes in values. Revaluation increases or decreases arise from differences between an asset's carrying value and fair value.

Revaluation increases are credited directly to equity in the revaluation reserve, except to the extent that an increase reverses a revaluation decrease in respect of that class of property, plant and equipment, previously recognised as an expense in the net result, the increase is recognised as income in determining the net result.

Revaluation decreases are recognised immediately as expenses (other economic flows) in the net result, except to the extent that a credit balance exists in the revaluation reserve in respect of the same class of property, plant and equipment, they are debited to the revaluation reserve.

Revaluation increases and decreases relating to individual assets within a class of property, plant and equipment, are offset against one another within that class but are not offset in respect of assets in different classes.

Revaluation reserves are not normally transferred to accumulated funds on de-recognition of the relevant asset.

(J) DEPRECIATION AND AMORTISATION

Assets with a cost in excess of \$1,000 (2007-8 and 2008-9) are capitalised and depreciation has been provided on property, plant and equipment, including freehold buildings but excluding land. Depreciation is generally calculated on a straight line basis so as to write off the net cost or other revalued amount of each asset over its expected useful to its estimated residual value. Estimates of the remaining useful lives for all assets are reviewed at least annually.

The following table indicates the expected useful lives of non-current assets on which the depreciation and amortisation charges are based:

	2009	2008
Buildings	20 to 40 years	20 to 40 years
Plant & Equipment	8 to 10 years	8 to 10 years
Furniture & Fittings	8 to 10 years	8 to 10 years
Motor Vehicles	4 to 5 years	4 to 5 years
Computers & Communication	2 to 5 years	2 to 5 years
Computer software developed	2 to 5 years	2 to 5 years

This depreciation charge is not funded by the Department of Human Services.

(K) PAYABLES

Payables represent liabilities for goods and services provided to The Queen Elizabeth Centre that are unpaid at the end of the financial year. Payables are initially measured at fair value, being the cost of the goods and services, and then subsequently measured at amortised cost.

(L) FUNCTIONAL AND PRESENTATION CURRENCY

The presentation currency of The Queen Elizabeth Centre is the Australian dollar, which has also been identified as the functional currency of the entity.

(M) TAX

Goods and Services Tax

Income, expenses and assets are recognised net of the amount of associated Goods and Services Tax (GST), unless the GST incurred is not recoverable from the taxation authority. In this case it is recognised as part of the cost of acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the taxation authority is included with other receivables or payables in the balance sheet.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the taxation authority, are presented as operating cash flow.

Income Tax

The Queen Elizabeth Centre is a public hospital and deductible gift recipient and is therefore exempt from paying Income Tax.

(N) EMPLOYEE BENEFITS

Wages and Salaries, Annual Leave, and Accrued Days Off

Liabilities for wages and salaries, including non-monetary benefits, annual leave, accumulating sick leave and accrued days off expected to be settled within 12 months of the reporting date are recognised in the provision for employee benefits in respect of employee's services up to the reporting date, classified as current liabilities and measured at nominal values.

When liabilities that are not expected to be settled within 12 months are recognised in the provision for employee benefits as current liabilities, it is because The Queen Elizabeth Centre will not have the unconditional right to defer the settlement should an employee take leave within 12 months. Those liabilities are measured at present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

LONG SERVICE LEAVE (LSL)

Liability for long service leave (LSL) is recognised in the provision for employee benefits.

Current liability – unconditional LSL is disclosed in the notes to the financial statements as a current liability even where The Queen

Elizabeth Centre does not expect to settle the liability within 12 months because it will not have the unconditional right to defer the settlement of the entitlement should an employee take leave within 12 months.

The components of this current LSL liability are measured at:

- present value - component that the Department does not expect to settle within 12 months; and
- nominal value - component that the Department expects to settle within 12 months.

Non-Current Liability – conditional LSL is disclosed as a non-current liability. There is an unconditional right to defer the settlement of the entitlement until the employee has completed the requisite years of service. Conditional LSL is required to be measured at present value.

SUPERANNUATION

Defined contribution plans

Contributions to defined contribution superannuation plans are expensed when incurred.

Defined benefit plans

The amount charged to the Operating Statement in respect of defined benefit plan superannuation represents the contributions made by the entity to the superannuation plan in respect to the current services of current entity staff. Superannuation contributions are made to the plans based on the relevant rules of each plan.

Employees of The Queen Elizabeth Centre are entitled to receive superannuation benefits and The Queen Elizabeth Centre contributes to both the defined benefit and defined contribution plans. The defined benefit plan(s) provide benefits based on years of service and final average salary.

The name and details of the major employee superannuation funds and contributions made by The Queen Elizabeth Centre are as follows:

Contributions Paid or Payable for the year

FUND	2009 \$	2008 \$
Defined Benefit plans		
Health Super	19,093	19,223
Defined Contribution plans		
- Health Super	362,584	376,744
- HESTA	35,738	47,626
Others	34,800	19,160
Total	452,215	462,753

The Queen Elizabeth Centre does not recognise any defined benefit liability in respect of the superannuation plan because The Queen Elizabeth Centre has no legal or constructive obligation to pay future benefits relating to its employees; its only obligation is to pay superannuation contributions as they fall due. The Department of Treasury and Finance has assumed responsibility for the defined benefit liability of the Health Service, and administers and discloses the State's defined benefit liabilities in its financial report.

On-Costs

Employee benefits on-costs (workers compensation, superannuation, annual leave and Long Service Leave (LSL) accrued while on LSL taken in service) are recognised separately from provision for employee benefits.

(O) FINANCE COSTS

Finance costs are recognised as expenses in the period in which they are incurred. Finance costs include interest on bank overdrafts and short-term borrowings.

(P) LEASES

Leases of property, plant and equipment are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessee. All other leases are classified as operating leases. All leases held by The Queen Elizabeth Centre are classified as operating leases.

Entity as lessee

Operating lease payments, are recognised as an expense in the operating statement on a straight line basis over the lease term.

Lease Incentives

All incentives for the agreement of a new or renewed operating lease shall be recognised as an integral part of the net consideration agreed for the use of the leased asset, irrespective of the incentive's nature or form or the timing of payments.

(Q) REVENUE RECOGNITION

Revenue is recognised in accordance with AASB 118 Revenue. Income is recognised as revenue to the extent they are earned. Unearned income at reporting date is reported as income in advance.

Amounts disclosed as revenue are, where applicable, net of returns, allowances and duties and taxes.

Government Grants

Grants are recognised as revenue when The Queen Elizabeth Centre gains control of the underlying assets in accordance with AASB 1004. Where grants are reciprocal, revenue is recognised as performance occurs under the grant. Non-reciprocal grants are recognised as revenue when the grant is received or receivable. Conditional grants may be reciprocal or non-reciprocal depending on the terms of the grant.

Indirect Contributions

Insurance is recognised as revenue following advice from the Department of Human Services.

Long Service Leave (LSL) - Revenue is recognised upon finalisation of movements in LSL liability in line with the arrangements set out in the Acute Health Division Hospital Circular 13/2008.

Donations

Donations and bequests are recognised as revenue when received in accordance with AASB 1004. If donations are for a special purpose, they may be appropriated to a reserve, such as specific restricted purpose reserve.

Interest Revenue

Interest revenue is recognised on a time proportionate basis that takes in account the effective yield of the financial asset.

(R) SERVICES SUPPORTED BY HEALTH SERVICES AGREEMENT AND SERVICES SUPPORTED BY HOSPITAL AND COMMUNITY INITIATIVES

Activities classified as Services Supported By Health Services Agreement (HSA) are substantially funded by the Department of Human Services while Services Supported By Hospital and Community Initiatives (Non HSA) are funded by The Queen Elizabeth Centre's own activities or local initiatives and/or the Commonwealth.

(S) COMPARATIVE INFORMATION

Where necessary the previous year's figures have been reclassified to facilitate comparisons.

(T) ASSET REVALUATION RESERVE

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets.

(U) CONTRIBUTED CAPITAL

Consistent with Interpretation 1038 Contributions by Owners Made to Wholly-Owned Public Sector Entities and FRD 2A Contributions by Owners, appropriations for additions to the net asset base have been designated as contributed capital.

(V) NEW ACCOUNTING STANDARDS AND INTERPRETATIONS

Certain new accounting standards and interpretations have been published that are not mandatory for 30 June 2009 reporting period. As at 30 June 2009, the following standards and interpretations had been issued but were not mandatory for financial year ending 30 June 2009. The Queen Elizabeth Centre has not and does not intend to adopt these standards early.

STANDARD / INTERPRETATION	SUMMARY	APPLICABLE FOR REPORTING PERIODS BEGINNING ON OR ENDING ON	IMPACT ON QEC FINANCIAL STATEMENTS
AASB101 Presentation of financial statements	Sets out overall requirements for the presentation of financial statements, guidelines for their structure and minimum requirements for their content	Beginning 1 Jan 2009	Significant impact on presentation.
AASB 2008 5 Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASBs 5, 7, 101, 102, 107, 108, 110, 116, 118, 119, 120, 123, 127, 128, 129, 131, 132, 134, 136, 138, 139, 140, 141, 1023 & 1038]	Some amendments result in accounting changes for presentation, recognition and measurement purposes, while some other amendments that relate to terminology and editorial changes are expected to have no or minimal effect on QEC's accounting.	Beginning 1 Jan 2009	no or minimal effect on QEC's accounting.
AASB 2008 9 Amendments to AASB 1049 for Consistency with AASB 101	Amendments to AASB 1049 for consistency with AASB 101 (September 2007) version.	Beginning 1 Jan 2009	Not applicable to public sector entities except for certain presentation formats.
AASB 2009-2 Amendments to Australian Accounting Standards – Improving Disclosures about Financial Instruments [AASB 4, AASB 7, AASB 1023 & AASB 1038]	These amendments arise from the issuance of Improving Disclosures about Financial Instruments (Amendments to IFRS 7) by the IASB in March 2009. The amendments require enhanced disclosures about fair value measurements and liquidity risk.	Operative for periods beginning on or after 1 Jan 2009 that end on or after 30 Apr 2009	Impact is expected to be minimal.
AASB 2009-6 Amendments to Australian Accounting Standards	This standard makes numerous editorial amendments as a consequence of the issuance in September 2007 of a revised AASB 101. For example, the term 'revaluation reserve' is changed to 'revaluation surplus'.	Operative for periods beginning on or after 1 Jan 2009 that end on or after 30 Jun 2009	Impact is expected to be insignificant.
AASB 2008 3 Amendments to Australian Accounting Standards arising from AASB 3 & AASB 127 [AASB 1, 2, 4, 5, 7, 101, 107, 112, 114, 116, 121, 128, 131, 132, 133, 134, 136, 137, 138 & 139 and Interpretations 9 & 107]	This Standard gives effect to consequential editorial changes to other Australian Accounting Standards arising from revised AASB 3 and amended AASB 127	Beginning 1 Jul 2009	Impact is being evaluated.
AASB 2008-13 Amendments to Australian Accounting Standards arising from AASB Interpretation 17 – Distributions of Non-cash Assets to Owners [AASB 5 & AASB 110]	Some of the amendments are in respect of the classification, presentation and measurement of non-current assets held for distribution to owners in their capacity as owners	Beginning 1 Jul 2009	Impact is being evaluated.
AASB 2009-4 Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 2 and AASB 138 and AASB Interpretations 9 & 16]	Various consequential amendments to existing standards as a result of IASB's Annual Improvement's project.	Beginning 1 Jul 2009	Impact is expected to be insignificant.
AASB 2009-7 Amendments to Australian Accounting Standards [AASB 5, 7, 107, 112, 136 & 139 and Interpretation 17]	A suite of amendments as a result of editorial corrections by the AASB and by the IASB, some of which relate to correcting errors made in AASB 2008-12.	Beginning 1 Jul 2009	Impact is being evaluated.
AASB 2009-5 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 8, 101, 107, 117, 118, 136 & 139]	Some amendments will result in accounting changes for presentation, recognition or measurement purposes, while other amendments will relate to terminology and editorial changes.	Beginning 1 Jul 2010	Impact is being evaluated.

Note 2: Revenue

	HSA 2009 \$	HSA 2008 \$	NON HSA 2009 \$	NON HSA 2008 \$	TOTAL 2009 \$	TOTAL 2008 \$
Revenue from Operating Activities						
Government Grants						
- Department of Human Services	6,291,395	5,479,124	-	65,850	6,291,395	5,544,974
- Commonwealth Government	-	-	122,158	119,529	122,158	119,529
Indirect Contributions by Department of Human Services						
- Insurance	39,792	40,036	-	-	39,792	40,036
- Long Service Leave	83,737	290,204	-	-	83,737	290,204
Donations and Bequests	-	-	143,176	10,020	143,176	10,020
Other Revenue from Operating Activities	-	138,881	845,325	766,105	845,325	904,986
Sub-Total Revenue from Operating Activities	6,414,924	5,948,245	1,110,659	961,504	7,525,583	6,909,749
Revenue from Non-Operating Activities						
Earnings on Investments (refer Note 2b)	58,189	74,841	58,189	22,349	116,378	97,190
Sub-Total Revenue from Non-Operating Activities	58,189	74,841	58,189	22,349	116,378	97,190
Revenue from Capital Purpose Income						
Donations and Bequests	-	-	71,000	86,619	71,000	86,619
Capital Earnings on Investments (refer Note 2b)	-	-	-	2,717	-	2,717
Other Capital Purpose Income	-	-	-	500	-	500
Sub-Total Revenue from Capital Purpose Income	-	-	71,000	89,836	71,000	89,836
Total Revenue (refer Note 2a)	6,473,113	6,023,086	1,239,848	1,073,689	7,712,961	7,096,775

Indirect Contributions by Department of Human Services

Department of Human Services makes insurance payments on behalf of The Queen Elizabeth Centre (QEC). These amounts have been brought to account in determining the operating result for the year by recording them as revenue and expenses.

Note 2a Analysis of Revenue by Source

(Based on the consolidated view of Note 2)

	2009 \$	2008 \$
Revenue from Sources Supported by Health Services Agreement		
Government Grants:		
- Department of Human Services	6,291,395	5,479,124
Indirect Contributions by Department of Human Services:		
- Insurance	39,792	40,036
- Long Service Leave	83,737	290,204
Earnings on Investments	58,189	74,841
Other Revenue	-	138,881
Sub-Total Revenue from Services Supported by Health Services Agreement	6,473,113	6,023,086
Revenue from Services Supported by Hospital and Community Initiatives		
Research and Development	41,806	60,910
Education Services	167,146	147,462
Conference	356,633	-
Parenting Programs	544,574	741,053
Capital Purpose Income (refer Note 2)	71,000	89,836
Earnings on Investments - General	58,189	22,349
Other Revenue	500	12,079
Sub-Total Revenue from Services Supported by Hospital and Community Initiatives	1,239,848	1,073,689
Total Revenue	7,712,961	7,096,775

Note 2b Earnings on Investment

	2009 \$	2008 \$
Net Gain/(Loss) on Available-for-sale Financial Assets	-	(12,268)
Interest Revenue from investments	116,378	112,175
Total Earnings on Investment	116,378	99,907

Note 3: Expenditure

Note 3a Analysis of Expenses by Source

	2009 \$	2008 \$
Services Supported by Health Services Agreement		
Employee Benefits:		
Salaries & Wages	4,723,575	4,667,526
Work Cover	86,331	73,105
Long Service Leave (refer Note 12a)	164,001	326,673
Superannuation	418,115	441,240
Supplies & Consumables:		
Medical & Pharmacy Supplies & Services	8,004	8,897
Food & Kitchen Supplies	98,526	147,039
Cleaning & Toilet Materials	19,224	12,022
Bedding & Linen	3,623	600
Other Expenses:		
Domestic Service Contracts	358,200	343,352
Administrative Expenses	200,451	194,324
Insurance	39,791	40,036
Repairs & Maintenance	94,421	90,427
Consultants & Contracted Services	57,338	115,873
Computer Services	47,301	66,112
Staff Development	71,207	109,998
Security Services	20,288	15,259
Minor Furniture & Equipment	5,354	13,911
Motor Vehicle and Travel	141,963	115,663
Light, Power & Fuel	53,902	51,933
Waste Removal	10,545	14,245
Fringe Benefits Tax	-	71,076
Other	52,999	80,303
Sub-Total Expenses from Services Supported by Health Services Agreement	6,675,159	6,999,614
Services Supported by Hospital and Community Initiatives		
Employee benefits:		
Salaries & Wages	464,282	265,767
Work Cover	6,606	5,134
Long Service Leave (refer Note 12a)	10,471	25,390
Superannuation	34,100	21,513
Supplies & Consumables:		
Food Supplies	3,268	7,768
Other Expenses:		
Administrative Expenses	81,723	40,346
Consultants & Contracted Services	294,680	109,327
Repairs & Maintenance	1,074	292
Motor Vehicle & Travel	7,000	17,427
Staff Development	2,117	95
Other	41,532	4,407
Sub-Total Expenses from Services Supported by Hospital & Community Initiatives	946,853	497,466
Net (Gains)/Losses on Disposal of Non-Current Assets (refer Note 3c)	(3,303)	10,122
Depreciation (refer Note 4a)	378,430	384,496
Amortisation (refer Note 4b)	84,423	68,914
Audit Fees - Auditor General	7,875	6,400
Audit Fees - Internal Audit	4,373	12,237
Total Expenses from Continuing Operations	8,093,810	7,979,249

Note 3b Analysis of Expenses by Internal Specific Purpose Funds for Services Supported by Hospital and Community Initiatives

	2009 \$	2008 \$
Research & Development	53,562	91,799
Education Services	317,957	156,903
Conference	402,745	32,308
Parenting Programs	415,931	486,695
	1,190,195	767,705

Note 3c Net Gain/(Loss) on Disposal of Non-Current Assets

	2009 \$	2008 \$
Proceeds from Disposal of Non-Current Assets:		
Motor Vehicles	36,498	63,165
Other Equipment	-	327
Total Proceeds from Disposal of Non-Current Assets	36,498	63,492
Less Written Down Value of Assets Sold:		
Motor Vehicles	33,195	73,614
Other Equipment	-	-
Total Written Down Value of Non-Current Assets Sold	33,195	73,614
Net Gain/(Loss) on Disposal of Non-Current Assets	3,303	(10,122)

Note 4: Depreciation and Amortisation

Note 4a Depreciation

	2009 \$	2008 \$
Buildings	153,179	152,439
Plant & Equipment:		
- Motor Vehicles	131,375	117,356
- Computers & Communication	41,304	54,927
- Other Equipment	38,887	49,254
Furniture & Fittings	13,685	10,520
Total Depreciation (refer Note 8)	378,430	384,496

Note 4b Amortisation

Computer Software	84,423	68,914
Total Amortisation (refer Note 9)	84,423	68,914
Total Depreciation and Amortisation	462,853	453,410

Note 4c Allocation of Depreciation and Amortisation:

Services Supported by Health Services Agreement	422,688	406,905
Services Supported by Hospital and Community Initiatives	40,165	46,505
Total Depreciation and Amortisation	462,853	453,410

Note 5: Cash and Cash Equivalents

A reconciliation of the amounts classified as cash and cash equivalents for the balance sheet purposes and cash flow statement purposes is as follows:

	2009 \$	2008 \$
Cash on Hand	870	878
Cash at Bank	699,074	196,236
Term Deposits with maturity date < 90 days	2,023,181	-
Total	2,723,125	197,114
Represented by:		
Cash for Health Service Operations (as per Cash Flow Statement)	2,723,125	197,114
Total	2,723,125	197,114

Note 6: Receivables

	2009 \$	2008 \$
Current		
Trade Debtors	110,960	176,963
Accrued Debtor Income	-	3,000
Accrued Investment Income	11,487	34,558
Prepayment	8,472	-
GST Receivable	11,900	51,340
Total Current Receivables	142,819	265,861
Non Current		
Accrued Revenue - DHS Long Service Leave	339,278	290,894
Total Non-Current Receivables	339,278	290,894
Total Receivables	482,097	556,755

6a Allowance for Doubtful Debts

At 30 June 2009 there is no doubtful debt provision, due to the low level of risk for receivables.
At 30 June 2008 there was no doubtful debt provision, due to the low level of risk for receivables.

6b Ageing Analysis of Receivables

Please refer to Note 16 (b) for the ageing analysis of receivables.

6c Nature and Extent of Risk Arising from Receivables

Please refer to Note 16 (b) for the nature and extent of credit risk arising from receivables.

Note 7: Other Financial Assets

Available for Sale Financial Assets

	2009 \$	2008 \$
Current		
Term Deposit (90 - 120 days)		
Operating Fund	-	1,514,261
Specific Purposes Fund	-	343,994
Capital Fund	-	32,402
Total Current	-	1,890,657
Total Other Financial Assets	-	1,890,657

Note 8: Property, Plant and Equipment

	2009 \$	2008 \$
Land		
Crown Land at Valuation (i)	1,451,000	1,536,620
Total Land	1,451,000	1,536,620
Buildings		
Buildings at Valuation (i)	4,769,000	2,667,000
Building Improvements at Cost	800	843,374
Less Accumulated depreciation	-	410,067
Total Buildings	4,769,800	3,100,307
Plant and Equipment at Fair Value		
Plant and Equipment	404,621	403,264
Less Accumulated depreciation	333,286	294,400
Total Plant and Equipment	71,335	108,865
Computers and Communication at Fair Value		
Computers and Communication	355,945	353,615
Less Accumulated depreciation	316,545	280,018
Total Computers and Communications	39,400	73,597
Furniture and Fittings at Fair Value		
Furniture and Fittings	183,840	163,849
Less Accumulated depreciation	86,898	73,212
Total Furniture and Fittings	96,942	90,637
Motor Vehicles at Fair Value		
Motor Vehicles	608,479	561,168
Less Accumulated depreciation	263,086	169,075
Total Motor Vehicles	345,393	392,093
Cultural Assets		
Cultural Assets at Valuation (ii)	5,000	5,000
Total Cultural Assets	5,000	5,000
TOTAL	6,778,870	5,307,118

Revaluation increments or decrements arise from differences between an asset's carrying value and fair value.

Land and Buildings at Valuation:

(i) The Noble Park land, buildings and improvements were revalued at its fair value by independent valuer The Market Line Property Group Pty Ltd dated 30 June 2009. FRD 103D dictates that the next revaluation occur on 30 June 2014.

Cultural Assets at Valuation:

(ii) Cultural Assets were revalued by Leonard Joel - Australia, 30 June 2008. FRD 103D dictates that the next revaluation occur on 30 June 2013.

Reconciliations of the Carrying Amounts of each Class of Assets at the Beginning and End of the Previous and Current Financial Year

	CROWN LAND \$	BUILDINGS \$	PLANT & EQUIPMENT \$	FURNITURE & FITTINGS \$	CULTURAL ASSETS \$	TOTAL \$
Balance at 1 July 2007	1,209,000	3,168,930	634,082	46,931	4,000	5,062,943
Additions	-	83,816	235,624	54,226	-	373,666
Disposals	-	-	(73,614)	-	-	(73,614)
Revaluation Increments	327,620	-	-	-	1,000	328,620
Depreciation (refer Note 4a)	-	(152,439)	(221,538)	(10,520)	-	(384,496)
Balance at 1 July 2008	1,536,620	3,100,307	574,554	90,637	5,000	5,307,118
Additions	-	8,071	132,785	13,540	-	154,396
Disposals	-	-	(33,195)	-	-	(33,195)
Revaluation Increments	(85,620)	1,814,601	-	-	-	1,728,981
Depreciation (refer Note 4a)	-	(153,179)	(211,566)	(13,685)	-	(378,430)
Balance at 30 June 2009	1,451,000	4,769,800	462,578	90,492	5,000	6,778,870

Note 9: Intangible Assets

	2009 \$	2008 \$
Intangible Assets at Cost		
Intangible Assets	253,292	253,292
Less Accumulated amortisation	159,140	74,717
Total Intangible Assets	94,152	178,575

Reconciliation of the Carrying Amounts of Intangible Assets at the Beginning and End of the Previous and Current Financial Year

	SOFTWARE DEVELOPMENT \$	TOTAL \$
Balance at 1 July 2007	100,742	100,742
Additions	146,746	146,746
Disposals	-	-
Amortisation (refer Note 4b)	(68,914)	(68,914)
Balance at 30 June 2008	178,575	178,575
Additions	-	-
Disposals	-	-
Amortisation (refer Note 4b)	(84,423)	(84,423)
Balance at 30 June 2009	94,152	94,152

Note 10: Interest Bearing Liabilities

	2009 \$	2008 \$
Credit Card National Australia Bank	1,287	8,039
Total Interest Bearing Liabilities	1,287	8,039

Note 11: Payables

	2009 \$	2008 \$
Current		
Trade Creditors	122,241	135,324
Accrued Expenses	20,243	44,119
Total Current	142,484	179,443

Note 12: Provisions

	2009 \$	2008 \$
Current		
Employee Benefits		
- Unpaid wages	220,238	154,706
- Annual Leave	519,396	459,373
- Long Service Leave	620,922	465,303
Total Current	1,360,556	1,079,382
Non-Current		
Employee Benefits	156,372	215,228
Total Non-Current	156,372	215,228

Note 12a Employee Entitlements

	2009 \$	2008 \$
Current		
Employee Benefits		
- Unconditional and expected to be settled within 12 months after the end of the period	1,176,775	882,881
- Unconditional that do not fall due within 12 months after the end of the period	183,781	196,501
Total Current	1,360,556	1,079,382
Non-Current		
Employee Benefits		
- Conditional Long Service Leave entitlements measured at present value	156,372	215,228
Total Non-Current	156,372	215,228
	2009 \$	2008 \$
Movement in Long Service Leave:		
Balance at the beginning of the reporting period	680,531	370,200
Provision made during the year	174,472	352,063
Settlement made during the year	(77,709)	(41,732)
Balance at end of the reporting period	777,294	680,531

Note 13: Commitments

	2009 \$	2008 \$
Painting Contract		
Not later than one year	-	14,000
Later than one year and not later than 5 years	-	-
Total	-	14,000
	2009 \$	2008 \$
Revenue Received in Advance		
Not later than one year	421,286	-
Later than one year and not later than 5 years	-	-
Total	421,286	-

Note 14: Equity & Reserves

	2009 \$	2008 \$
(a) Reserves		
Asset Revaluation Reserve		
Balance at the beginning of the reporting period	2,058,374	1,729,754
Revaluation Increment/(Decrement)	1,728,981	328,620
Balance at the end of the Reporting Period	3,787,355	2,058,374
Represented by:		
- Land	1,451,000	1,536,620
- Buildings	2,331,355	516,754
- Cultural Assets	5,000	5,000
	3,787,355	2,058,374
General Purpose Reserve		
Balance at the beginning of the reporting period	990,000	990,000
Balance at the end of the Reporting Period	990,000	990,000
Total Reserves	4,777,355	3,048,374
(b) Contributed Capital		
Balance at the beginning of the reporting period	4,894,538	4,781,965
Capital contribution received from Victorian Government	-	112,573
Balance at the end of the Reporting Period	4,894,538	4,894,538
(c) Accumulated Surpluses/(Deficits)		
Balance at the beginning of the reporting period	(1,294,785)	(412,311)
Net Result for the year	(380,849)	(882,474)
Balance at the end of the Reporting Period	(1,675,634)	(1,294,785)
(d) Total Equity at the end of Financial Year	7,996,259	6,648,127

Note 15: Reconciliation of Net Result for the Year to Net Cash Inflow/(Outflow) from Operating Activities

	2009 \$	2008 \$
Net Result for the Year	(380,849)	(882,474)
(Profit)/Loss from Sale of Property, Plant and Equipment	(3,303)	10,122
Depreciation and Amortisation	462,853	453,410
Changes in assets and liabilities		
(Increase)/Decrease in Receivables	74,658	(376,683)
(Increase)/Decrease in Prepayments	-	3,154
Increase/(Decrease) in Payables	(43,711)	(115,867)
Increase/(Decrease) in Revenue received in advance	421,286	-
Increase/(Decrease) in Employee Benefits	222,318	183,132
Net Cash Inflow/(Outflow) from Operating Activities	753,252	(725,206)

Note 16: Financial Instruments

(a) Categorisation of Financial Instruments

Details of each category of financial instrument held by QEC are disclosed in the table below

CATEGORY		CARRYING AMOUNT 2009 \$	CARRYING AMOUNT 2008 \$
Financial Assets			
Cash and Cash Equivalents (refer Note 5)	Cash	2,723,125	197,114
Trade Debtors (refer Note 6)	Loans and Receivables	110,960	176,963
Other Receivables (refer Note 6)	Loans and Receivables	350,765	328,452
Other Financial Assets (refer Note 7)	Available for sale financial assets (at amortised cost)	-	1,890,657
		3,184,850	2,593,186
Financial Liabilities			
Interest Bearing Liabilities (refer Note 10)	Credit Cards	1,287	8,039
Current Payables (refer Note 11)	Financial liabilities (at amortised cost)	142,484	179,443
		143,771	187,482

(b) Credit Risk

The QEC's exposure to credit risk and weighted average effective interest rate is set out in the following table

Interest Rate Exposure and Analysis of Financial Assets

	WEIGHTED AVERAGE EFFECTIVE INTEREST RATE %	CARRYING AMOUNT \$	INTEREST RATE EXPOSURE			NOT PAST DUE AND NOT IMPAIRED \$	PAST DUE AND NOT IMPAIRED (> 30 DAYS) \$
			FIXED INTEREST RATE \$	VARIABLE INTEREST RATE \$	NON INTEREST BEARING \$		
2009							
Financial Assets							
Cash	2.5	699,944	-	699,074	870	699,944	-
Cash Equivalents (Term deposits)	3.7	2,023,181	2,023,181	-	-	2,023,181	-
Trade Debtors	0.0	110,960	-	-	110,960	99,723	11,237
Other Receivables	0.0	350,765	-	-	350,765	350,765	-
Other Financial Assets (Term deposits)		-	-	-	-	-	-
Total Financial Assets		3,184,850	2,023,181	699,074	462,595	3,173,613	11,237
2008							
Financial Assets							
Cash	3.8	197,114	-	196,236	878	197,114	-
Cash Equivalents (Term deposits)		-	-	-	-	-	-
Trade Debtors	0.0	176,963	-	-	176,963	169,139	7,824
Other Receivables	0.0	328,452	-	-	328,452	328,452	-
Other Financial Assets (Term deposits)	7.9	1,890,657	1,890,657	-	-	1,890,657	-
Total Financial Assets		2,593,186	1,890,657	196,236	506,293	2,585,362	7,824

The QEC's exposure to credit risk arises from the potential default of counterparts to their contractual obligation resulting in financial loss to the organisation.

The QEC manage the credit risk by assessing potential clients and utilising revenue contracts, investing surplus funds with an Australian bank and reviewing aging analysis in a timely manner.

The objective of managing credit risk is to minimise the possibility of defaulting on repayments.

(c) Liquidity Risk

The following table discloses the contractual maturity analysis for QEC's financial liabilities.

QEC manage liquidity risk by maintaining some investments at call and by budgeting and projecting cash flows to meet contractual commitments.

QEC has a \$200,000 overdraft facility with National Australia Bank. The facility is not being used, so is not reported in this table.

Interest Rate Exposure and Analysis of Financial Liabilities

	WEIGHTED AVERAGE EFFECTIVE INTEREST RATE %	CARRYING AMOUNT \$	INTEREST RATE EXPOSURE			CONTRACTUAL CASH FLOWS \$	NOT PAST DUE \$
			FIXED INTEREST RATE \$	VARIABLE INTEREST RATE \$	NON INTEREST BEARING \$		
2009							
Payables							
Interest bearing liabilities	18.3	1,287	-	1,287	-	1,287	1,287
Trade creditors and accruals	0.0	141,197	-	-	141,197	141,197	141,197
Total Financial Liabilities		142,484	-	1,287	141,197	142,484	142,484
2008							
Payables							
Interest bearing liabilities	18.3	8,039	-	8,039	-	8,039	8,039
Trade creditors and accruals	0.0	179,443	-	-	179,443	179,443	179,443
Total Financial Liabilities		187,482	-	8,039	179,443	187,482	187,482

(d) Market Risk Exposure

QEC's exposure to market risk is mainly through interest rate risks.

QEC assess the currency risk and other prices as insignificant, because the Centre undertakes all transactions in Australian dollars and have no financial assets or financial liabilities subject to changes due to volatility in the market. Objectives, policies and processes used to manage each of these risks are disclosed as follows.

Policy on Managing the Interest Rate Risk

The objective of managing market risk is to minimise negative impacts on financial assets value due to the volatility of variables, mainly due to changes in the interest rates.

Sensitivity Analysis on the Return, to Interest Rate Exposure

	CARRYING AMOUNT \$	INTEREST RATE RISK			
		-1% (100 BASIS POINTS)		+1% (100 BASIS POINTS)	
		\$	\$	\$	\$
2009					
Financial Assets					
		Profit	Equity	Profit	Equity
Cash and cash equivalents (i)	2,723,125	(27,231)	(27,231)	27,231	27,231
Other financial assets (ii)	-	-	-	-	-
Financial Liabilities					
Interest bearing liabilities (iii)	1,287	235	235	(235)	(235)

(i) Sensitivity of cash and cash equivalents to a -1% movement in rates: ie $(2,723,125 \times 3.7\% - 2,723,125 \times 3.6\%) = (\$27,231)$. Similarly for a +1% movement the impact is \$27,231.

(ii) Sensitivity of other financial assets to a -1% movement in rates: ie $(1,890,657 \times 0.07 - 1,890,657 \times 0.06) = (\$18,907)$. Similarly for a +1% movement the impact is \$18,907.

(iii) Sensitivity of interest bearing liabilities to a -1% movement in rates: ie $(8,039 \times 0.19 - 8,039 \times 0.18) = \80 . Similarly for a +1% movement the impact is (\$80).

Note 17: Contingent Assets and Liabilities

There were no contingent assets or contingent liabilities for QEC as at 30 June 2009

There were no contingent assets or contingent liabilities for QEC as at 30 June 2008

Note 18: Segment Reporting

Business Segment

Early Parenting Services

Services

Provider of Early Parenting Services and Education

Geographical Segment

The QEC operates predominantly in Noble Park, Victoria. More than 90% of revenue, net surplus from ordinary activities and segment assets relate to operations in Noble Park, Victoria

Note 19: Responsible Persons and Executive Officer Disclosures

Note 19a Responsible Persons Disclosures

	PERIOD
Responsible Ministers	
The Honourable Lisa Neville	1/7/2008 - 30/6/2009
Board Members	
The names of persons who were board members at any time during the financial year	
Mr Bruce Morley - President	1/7/2008 - 30/6/2009
Ms Hannah Crawford - Vice President	1/7/2008 - 30/6/2009
Ms Susan Harper OAM - Vice President	1/7/2008 - 30/6/2009
Ms Jean Andrews	1/7/2008 - 30/6/2009
Ms Kim Forrest (from 1 November 2008)	1/11/2008 - 30/6/2009
Mr Keith Lambert	1/7/2008 - 30/6/2009
Assoc Prof Campbell Paul	1/7/2008 - 30/6/2009
Mrs Shelley Racine	1/7/2008 - 30/6/2009
Mr Timothy Staker	1/7/2008 - 30/6/2009
Ms Dale Fisher	1/7/2008 - 1/11/2008
Dr Larry Osborne	1/7/2008 - 18/4/2009
Mr Antonio Salce	1/7/2008 - 8/12/2008
Dr Lakshmi Sumithran	1/7/2008 - 31/10/2008

	2009 \$	2008 \$
Accountable Officer		
Ms. Robyn Gillis - Chief Executive Officer	144,096	136,072
Remuneration of Responsible persons		
Total remuneration received or due or receivable by Responsible Persons	-	-
Amounts relating to the Responsible Minister are reporting in the Financial Statements of the Victorian Department of Premier and Cabinet.		
Retirement Benefits of Responsible Persons		
Retirement benefits paid in connection with the retirement of Responsible Persons of the reporting entity	-	-
Other Transactions of Responsible Persons and their Related Parties		
Related party transactions	-	-

Note 19b Executive Officer Disclosures

Executive Officers' Remuneration

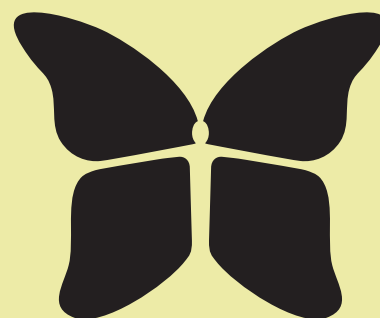
The number of executive officers, other than Ministers and Accountable Officers, and their total remuneration during the reporting period are shown in the table below.

	2009	2008
\$110,000 - \$119,999	1	-
\$100,000 - \$109,999	1	1
Total	2	1
Total Remuneration	\$213,365	\$108,986

Disclosure Index

The Annual Report of QEC is prepared in accordance with all relevant Victorian legislation. This index has been prepared to facilitate identification of the Department's compliance with statutory disclosure requirements.

LEGISLATION	REQUIREMENT	PAGE REFERENCE
MINISTERIAL DIRECTIONS		
REPORT OF OPERATIONS – FRD GUIDANCE		
Charter and purpose		
FRD 22B	Manner of establishment and the relevant Ministers	3
FRD 22B	Objectives, functions, powers and duties	3
FRD 22B	Nature and range of services provided	3
Management and structure		
FRD 22B	Organisational structure	9
Financial and other information		
SD 4.5.5	Risk Management Compliance Attestation	25
FRD 15B	Executive Officers Disclosure	26
FRD 22B, SD 4.2(k)	Operational and budgetary objectives and performance against objectives	10
FRD 22B	Occupational health and safety policy	26
FRD 22B	Summary of the financial results for the year	25
FRD 22B	Application and operation of Freedom of Information Act 1982	26
FRD 22B	Compliance with building and maintenance provisions of Building Act 1993	26
FRD 22B	Statement on National Competition Policy	26
FRD 22B	Application and operation of the Whistleblowers Protection Act 2001	26
FRD 22B	Details of consultancies over \$100,000	26
FRD 22B	Details of consultancies under \$100,000	26
FRD 29	Workforce Data Disclosures	22
FRD 10	Disclosure index	27
SD 4.2(j)	Responsible person and executive officer disclosures	2
FINANCIAL STATEMENTS – FRD GUIDANCE		
Financial statements required under Part 7 of the FMA		
SD 4.2(b)	Operating Statement	6
SD 4.2(b)	Balance Sheet	7
SD 4.2(a)	Statement of Changes in Equity	8
SD 4.2(b)	Cash flow Statement	8
Other requirements under Standing Direction 4.2		
SD 4.2(c)	Compliance with Australian accounting standards and other authoritative pronouncements	9
SD 4.2(c)	Compliance with Ministerial Directions	9
SD 4.2(c)	Accountable officer's declaration	5
Other disclosures as required by FRDs in notes to the financial statements		
FRD 103D	Non-current physical assets	19
FRD 110	Cash flow statements	8



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